mystar®

mystar HD

# User Manual

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# REMEMBER, SAFETY FIRST

## Using equipment safely

MyStar has been manufactured to meet Australian safety standards, but you must take care if you want it to perform properly and safely. You must have MyStar installed by a qualified satellite-TV installer.

It is important that you read this booklet completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of your MyStar set top box, please contact AUSTAR.

MyStar HD uses the same cabling as MyStar, so as long as you have MyStar cabling in your home, you should be able to connect MyStar HD yourself, as it's a simple cable swapover.

The following information applies to both MyStar and MyStar HD. For simplicity, we will refer to both set top boxes as "MyStar".

## To avoid the risk of electric shock

- Disconnect MyStar from the mains supply before you connect it to (or disconnect it from) any other equipment. Remember that contact with 240 Volt AC mains can be lethal or cause severe electric shock.
- Never remove the set top box's cover. Should the set top box fail, contact AUSTAR Customer Service to arrange repair or service.
- Never allow anyone to push anything into holes, slots or any other opening in the case (except the Smartcard).
- Do not block the set top box's ventilation slots; never stand it on soft furnishings or carpets.
- Do not put anything on the set top box which might spill onto it (eg. Lighted candles or containers of liquids). If an object or liquid gets inside the set top box, unplug it immediately and contact AUSTAR Customer Service.
- Do not store the set top box in excessively hot, cold or damp conditions. MyStar is intended to operate at an ambient temperature of less than 40 degrees Celsius and a maximum humidity level of 90%.
- In case of a storm, it is recommended that you unplug MyStar from the mains and from the TV set.
- Leave the mains socket accessible so that you can unplug it quickly.

## Connecting to the mains supply

- MyStar must be connected to a conditioned 240V power source.
- This set top box operates within the range of 100-240 VAC, 50Hz mains supplies. DO NOT CONNECT IT TO DC MAINS.
- If you are in any doubt about the mains lead, the plug or connection, please contact AUSTAR Customer Service.

Note: Some channels on AUSTAR have still images, such as a channel logo appearing on the screen. Television sets, particularly rear projection sets, can sometimes be damaged by still images being shown frequently. You should check the manufacturer's guide for more information.



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## Ensuring optimum performance of MyStar

Your MyStar contains a hard drive that is sensitive to heat and movement. In order to get the most from your MyStar we strongly advise:

- Leave 7cm to 10cm around the set top box to ensure that proper ventilation gets to the set top box.
- Do not store your set top box on its side.
- To clean the set top box, use a dry, clean soft cloth with no cleaning solvent or abrasive products. Clean the ventilation openings regularly.
- To maintain the life of the MyStar hard drive, we recommend that you turn the set top box to Standby if it's not in use for long periods of time. In Standby, your scheduled recordings will still occur.

## MyStar Remote Control

Your MyStar remote control is specifically designed to be used with your MyStar or My Star HD set top box. The MyStar remote control requires AA batteries (MN1500, LR6 or UM-3). The batteries (battery pack or batteries installed) should not be exposed to excessive heat such as sunshine or fire.

Replace the batteries as follows:

- Remove the battery cover by pushing the catch and sliding the cover away
- Carefully remove the old batteries
- Put the new batteries in, matching the marks + and –
- Put the cover back on, sliding the top part in and making sure the catch clicks in to place

## Environmental Information

Packaging

- MyStar and MyStar HD come in a sturdy cardboard box, which can be recycled as part of your normal cardboard recycling.
- Alternatively, you can hold onto the MyStar packaging, for future safe transportation of your set top box.
- The batteries use some hazardous substances which can pollute for the environment. Do not throw them out. Remember to dump them in collection points.



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# MYSTAR – WHAT'S IT ALL ABOUT?

## MyStar and MyStar HD – your Personal Digital Recorder

### Create your own TV channel with MyStar

In a word, MyStar is all about you. MyStar will change the way you view TV forever. It's a state-of-the-art set top box that allows you to do things like pause and rewind live TV, record programs without a tape, even store a library of your favourite programs.

Once you've experienced MyStar in your home, you'll realise that this amazing new system is more than just the latest technology, it's a whole new era in home entertainment that gives you much greater control over what you watch, and when you watch it, for truly personalised viewing. It's like having your own TV channel where you choose the programs.

### Pause and rewind live TV

We're all used to the convenience of being able to pause or rewind a video or DVD if we need to. But imagine how much easier life would be if we could do that with normal live TV. Well, now you can – with MyStar! Let's say you're nearing the climax of a great movie. The tension is building, all is about to be revealed, and … your phone rings! No problem if you have MyStar. You'd simply pause the live TV, take the call, and then start the movie where you left it – or rewind a few minutes to watch the scene again.

### Recording your favourite shows

MyStar can record and store up to 60 hours of programming, allowing you to create a library of recorded shows. When you're ready to watch them, just press play! You'll never have to search for your favourites through boxes of video tapes or DVDs again as they're all stored within your MyStar – logically catalogued and easily accessed.

MyStar HD can record up to 30 hours of high definition shows or up to 90 hours of standard definition shows. The amount you can record depends on the actual shows being recorded. For example, sports programs take up more recording space because there's a lot of action! Whereas News programs may not take up very much recording space at all.

We also have all your favourite series, so MyStar 'Series Link' functionality means you can set up just one recording and your MyStar will record the entire series - all future episodes recorded onto your MyStar for those wet, stay-at-home weekends.



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## Record 2 programs at once

You want to watch the big game but your partner wants to watch a doco. With MyStar you can record both – and watch the movie you recorded last night – all at the same time. So everyone's happy.

## One-touch recording

One remote, one record button, no videos scattered around the house – setting a recording on MyStar couldn't be easier. MyStar is completely integrated with your on screen AUSTAR TV Guide, so you can forget having to enter the date, the channel, the start time and the end time to set a recording. Just go to your on-screen TV Guide, find the show you want to record (which can be up to seven days away) and press the record button. After it's been recorded it'll be waiting for you in your Planner.

## Free-to-air (local channels) on MyStar

MyStar is one of the first set top boxes in the world to allow customers to watch and record both free-to-air and subscription TV programs. So if you are currently able to view your local digital free-to-air channels* – with MyStar they'll now be seamlessly integrated with your AUSTAR channels. No need to switch between AUSTAR and your regular TV.

*N.B. – Some customers may need to upgrade their free-to-air antenna to be able to view digital free-to-air channels through MyStar. For details on how to upgrade, contact AUSTAR Customer Service on 132 432.

## HD channels on MyStar HD

With MyStar HD you can receive a range of AUSTAR HD and free-to-air HD channels^. HD (High Definition) provides improved sound and picture quality when combined with a high definition television set.

Your installer will ensure that the optimum picture/sound quality is achieved at installation, taking into account the type of TV set you have.

^N.B. – Access to HD FTA channels is dependent on the free-to-air networks providing HD channels in your local region. If no HD free-to-air channels are currently broadcast, you will still be able to receive the standard definition equivalent.



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# YOUR MYSTAR REMOTE CONTROL

## MyStar remote control

Below is a quick reference guide to features and services you can access using the MyStar remote control.

1. [on/standby] - Puts MyStar into or out of standby
2. [AUSTAR] - Returns you to the last channel you were watching
3. [music] - Takes you to the AIR application
4. [tv guide] - Displays your on-screen TV Guide
5. [planner] - Displays Planner
6. [active] - Displays the Active menu for AUSTAR's range of interactive services
7. [box office] - To order movies and events from AUSTAR BOX OFFICE
8. [setup] - Displays the Setup menu to change MyStar settings
9. [*i*] - Displays more information about a program
10. [vol +] / [vol -] - Changes the volume up or down
11. [ch +] / [ch -] - Changes the channel up or down
12. [arrow buttons] - Moves the on-screen highlight around the screen
13. [select] - Confirms a choice or makes a selection
14. [mute] - Turns the sound on or off
15. [back] - Returns you to the previous screen
16. [help] - Tunes to the Help channel or displays help information
17. [pause] - Pauses the program or starts a "Live Pause" recording
18. [play] - Plays a recorded program
19. [rewind] - Rewinds the program
20. [fast forward] - Fast forwards the program
21. [record] - Records the program
22. [stop] - Stops playback of the program
23. colour buttons - Use to select the matching colour option shown on-screen, as explained in this User Manual
24. number buttons (0-9) - Use to change channel, and select on-screen options



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## Turning on MyStar

You can begin watching AUSTAR as soon as the installer has connected your system. Just make sure you're on the right TV channel. And that's it – now you're ready to experience a whole new world of TV entertainment.

## MyStar channel selection

There are a variety of ways you can navigate through the AUSTAR TV channels you've subscribed to:

- You can use the

buttons on the MyStar remote control to move up or down through the channels
- You can use the numeric keypad on the MyStar remote control to key in the number of the AUSTAR TV channel you want to watch. Channel numbers are always three digits
- Subscription TV channels start at 101 and go to 999
- You can use the tv guide to access programming listings and if you see something you like just press select on the remote control and you will jump straight to that channel. For details on TV Guide, refer to page 12
- Or you can use coloured button to cycle through your Favourite Channels while watching TV. For details on setting Favourite Channels, refer to page 55

Note: You can check the channel number you are tuned to at any time. Just use your remote control and press the arrow button and you'll see the channel number displayed on your TV screen.



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## MyStar TV navigation

- To access AUSTAR's Interactive services, simply press the corresponding button

on the MyStar remote control
- Then use the arrow buttons to navigate up down left or right.
To choose the highlighted item, just press

- When a coloured button is displayed on-screen next to an option, press the same coloured button on the MyStar remote control to choose that option
- To view information about a highlighted program or channel, press
- To go back to the previous screen within the current view, or the previously viewed channel while watching TV, press

- To return to AUSTAR TV from wherever you are, just press

. (If at any time you get lost in menus or interactive features, pressing

will return you to normal TV viewing)

## Recording and watching TV

- To record, rewind, fast forward, pause, stop and play programs, use the corresponding buttons located just above the coloured buttons
- To record a program, press the button
- To rewind a program press the button
- To fast forward a program, press the button
- To play a program, press the button
- To pause a program, press the button
- To stop playback of a program, press the button
- To playback a program in slow motion, press the button, then depending on the direction you wish to go, either press the fast forward or rewind button

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## Adjusting the volume

- To adjust the MyStar volume, press the buttons on the MyStar remote control
- To turn the sound off, press the mute button. To turn the sound back on, press mute again

## Replacing the batteries in your remote

The MyStar remote control is specifically designed to be used with the MyStar set top box. The MyStar remote control requires AA batteries (MN1500, LR6 or UM-3).

Replace the batteries as follows:

- Hold the remote control with the broadest end pointing down, the black section in the palm of your hand and the buttons facing away from you
- With your other hand, push the release catch on the back down towards the floor whilst pulling the black cover towards you
- Carefully remove the old AA batteries
- Put the new batteries in, matching the marks + and –
- Put the cover back on, sliding the top part in and making sure the catch clicks in place



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# HOW TO FIND OUT WHAT'S ON

## On-screen TV guide

The AUSTAR TV Guide is an easy-to-use on-screen guide to your service. It allows you to get more out of your viewing by providing you with details on all the programs available on AUSTAR TV.

- To access your TV Guide, simply press tv guide on the MyStar remote control. You can view the TV Guide by time or by channel (see figure 1). To page down an entire screen, press . To page up an entire screen, press
- To choose to 'VIEW BY TIME' or 'VIEW BY CHANNEL' tabs on the main menu, use the and arrows

You can then either view all channels, or view channels by genre category (such as movies, sport, entertainment, etc), by using the and arrows on the MyStar remote control. Once you have made your selection, just press select.

**Figure 1**

With MyStar HD, you can also access your local HD channels as well as the HD channels from AUSTAR. Visit **austar.com.au** to find out more about the HD channels from AUSTAR.

Note: Digital black spots may exist.



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## View programs by time

This view allows you to compare programs showing on various channels based on their start time (see figure 2).

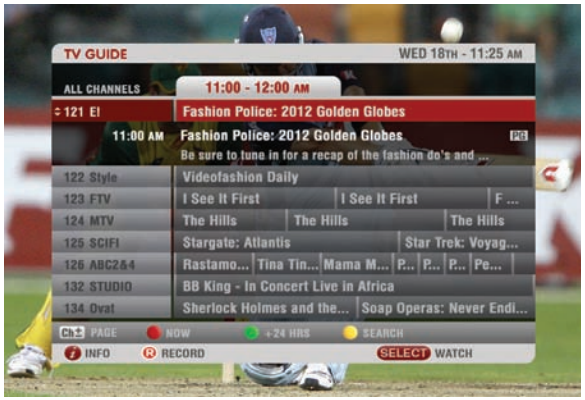


**Figure 2**

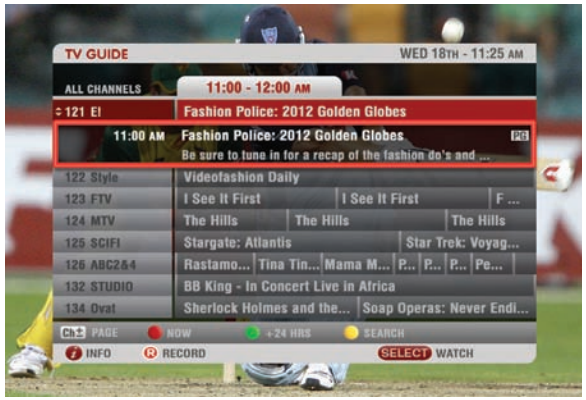


**Figure 3**

- You can move up and down through the channels listed by time using the and arrows on the MyStar remote control, or scroll through the channels by using the button.
- To see what's on later, use the arrow
- To move to programming information for the next day (+24 hours), press on the MyStar remote control – and continue pressing it to view the next 7 days of programming. Press (-24 hours) to move back 24 hours until you have returned back to the present day
- See a program you want to watch? If the program is on now, press select and MyStar will take you to the selected channel. If the program is on later, pressing select will set a reminder. For more information on Reminders, see page 18
- As an alternative to setting a reminder, you might prefer to set a recording for that program. For details on how to set a recording see page 23
- A brief description about each program is available in the mini iBox (see figure 3). For more detailed information simply press on the MyStar remote control to access the iBox

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## View programs by channel

This view displays all programs showing on one particular channel listed by time. This may be handy if you know a program is on a particular channel but don't know at what time (see figure 4).

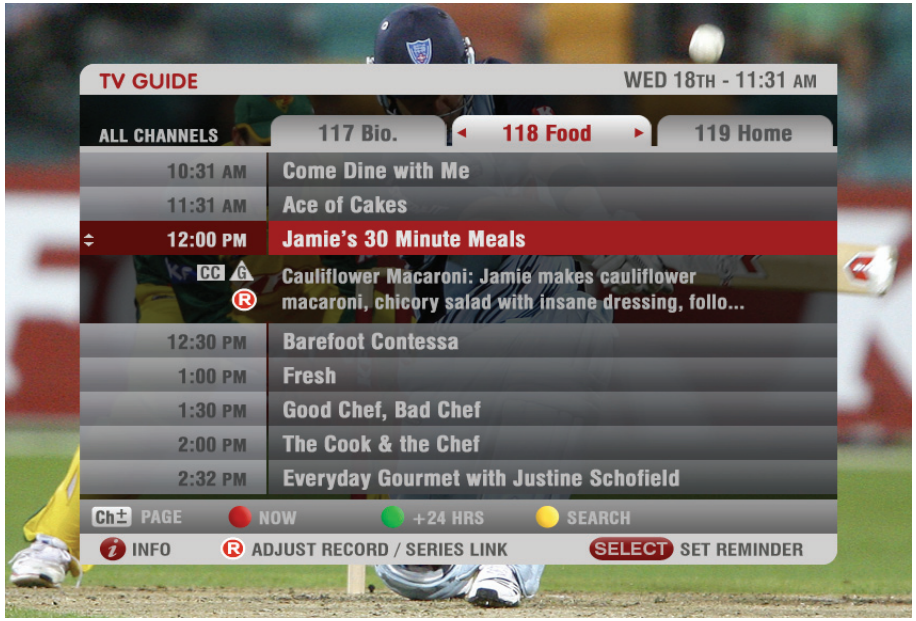


**Figure 4**

- Usethe and arrows on the MyStar remote control to move between the channels
- Then use the and arrows on the MyStar remote control to see what programs are coming up later on that channel
- All other functionality is the same as the programs by time view



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## Search for your favourite program

If you are looking for a specific program then the SEARCH function will make this easy.

- To search, access the TV Guide by selecting the tv guide button on your remote control
- Then press the button
- Enter your keyword (for example TV show, movie, actor's name) and choose the time frame you want to search, then press select. You'll be amazed at how quickly the results appear (see figure 5)

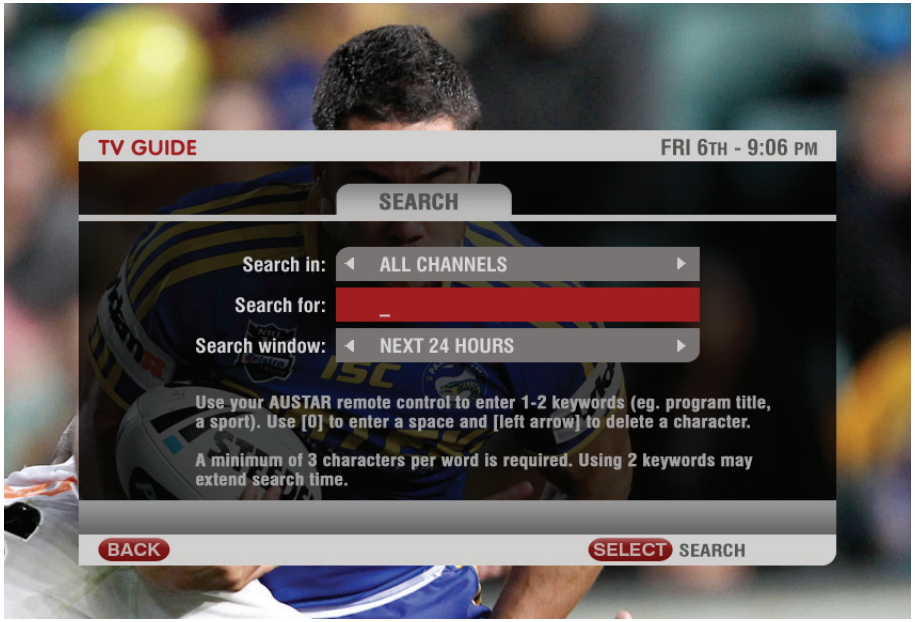
TV GUIDE
FRI 6TH - 9:06 PM
SEARCH
Search in:
ALL CHANNELS
Search for:
Search window:
NEXT 24 HOURS
Use your AUSTAR remote control to enter 1-2 keywords (eg. program title, a sport). Use [0] to enter a space and [left arrow] to delete a character.
A minimum of 3 characters per word is required. Using 2 keywords may extend search time.
BACK
SELECT SEARCH

**Figure 5**

When you've found the show you want to watch, you can Record it, Series Link or set a reminder for it.

## Featured

Like getting all the best bits? Sink your teeth into FEATURED – our FREE on-demand service showcasing a weekly selection of the best AUSTAR shows, all ready to watch and ad-free. Get a sneak peek at new shows and uncover hidden gems, even if they're not part of your package!

Simply press planner and use the and arrows to navigate to the FEATURED tab.

Find something you want to watch, simply highlight it and press select



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# The iSearch banner

## Keep watching while you're searching

You can keep watching TV on your MyStar while searching through what's on now and in the next 24 hours. You can do this using the iSearch Banner (see figure 6).

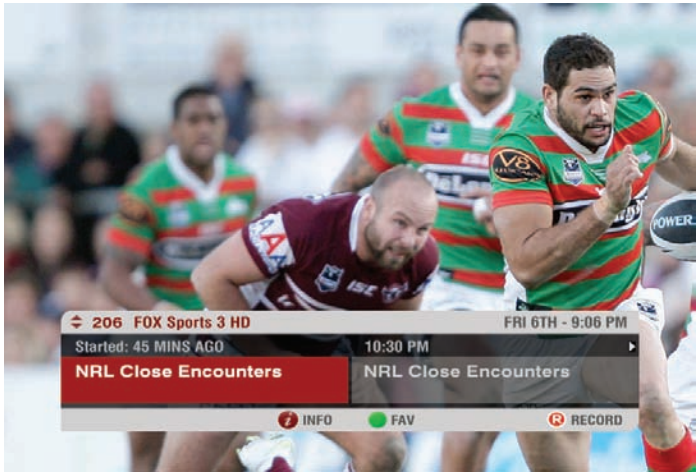


**Figure 6**

- To access the iSearch Banner, while watching TV, press the i button on the MyStar remote control. The iSearch Banner will appear along the bottom of your screen – leaving the remainder of your screen in normal live TV viewing mode
- Pressthe or arrows to view what's on other channels (without changing channels)
- To see what programs are on in the next 24 hours (without changing channels), use the and arrows
- If you see a program you want to watch, press select. If the program is on now, MyStar will take you to the requested channel, if the program is on later, MyStar will set a reminder which will notify you when the program is about to start. For more information on Reminders, see page 18
- If you see a program you would like to record, press the R button on the MyStar remote control. If the program is on now, MyStar will begin recording, if the program is on later, MyStar will make a booking to record the program when it starts. For details on how to set up a recording, see page 23

Note: The iSearch Banner will disappear from your screen after a few seconds. To remove the iSearch Banner before this automatic time out occurs, press the AUSTAR button.



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# The iBox

## For more detail, look in the iBox

While the iSearch Banner is displayed on-screen, you can access more detailed programming information through the iBox (see figure 7).

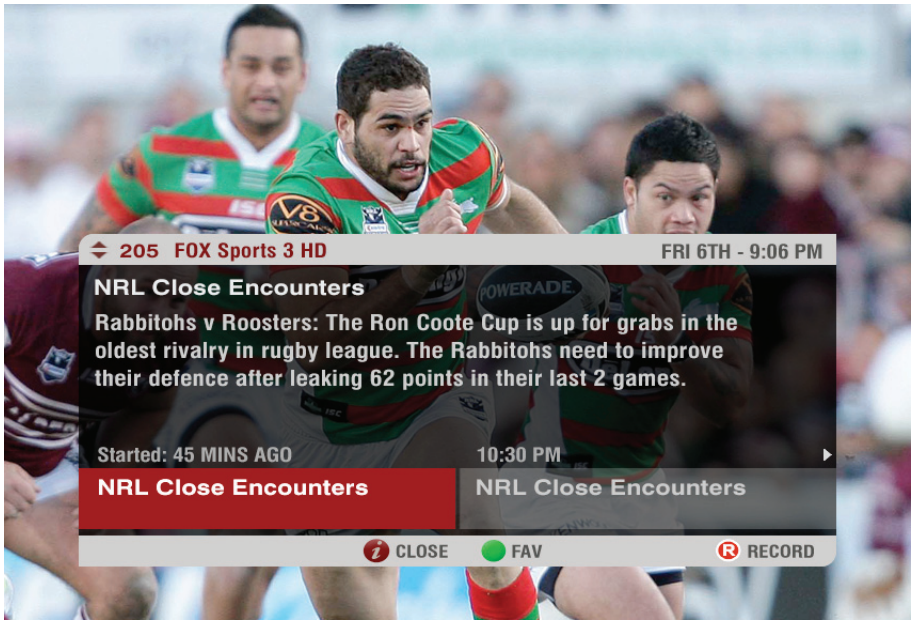
205 FOX Sports 3 HD
FRI 6TH - 9:06 PM
NRL Close Encounters
Rabbitohs v Roosters: The Ron Coote Cup is up for grabs in the oldest rivalry in rugby league. The Rabbitohs need to improve their defence after leaking 62 points in their last 2 games.
Started: 45 MINS AGO
10:30 PM
NRL Close Encounters
NRL Close Encounters
CLOSE
FAV
RECORD

**Figure 7**

- To access the iBox, press the i button while the iSearch Banner is displayed. If the iSearch Banner is not displayed, press i twice: once to launch the iSearch Banner and once again to launch the iBox
- To remove the iBox, press i again
- To return to normal viewing, simply press AUSTAR

Note: You can leave the iBox open while searching through programming using the iSearch Banner.



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# Reminders

You'll never miss that must-see program again

With so much on, it's easy to forget or miss a great documentary, movie, music show or drama series. Which is why MyStar has a function that allows you to set a reminder – a message that will appear on your AUSTAR TV screen to remind you that a program is about to start.

# Setting a reminder

MyStar allows you to set up to 50 reminders through the TV Guide. To do this:

- Access the TV Guide by pressing tv guide
- Highlight the program you are interested in using the arrow buttons and arrow buttons on your remote control and press select
- A small clock will appear in the mini iBox located beneath the highlighted program, to indicate a reminder has been set (see figure 8). The clock will also display in the iSearch Banner. This clock ensures that an on-screen reminder message will appear just before the program starts

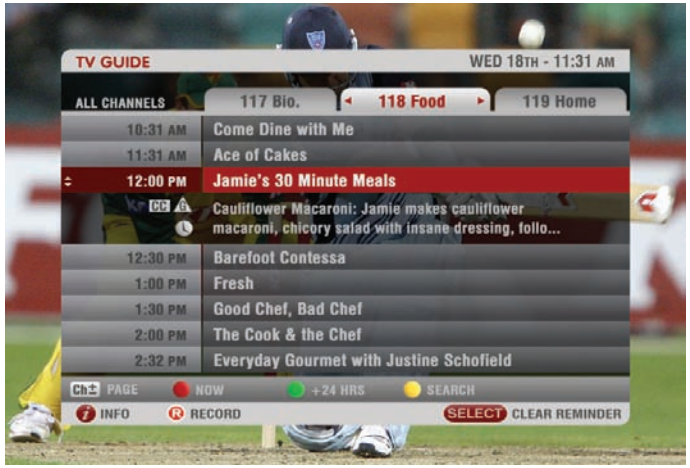


**Figure 8**

- You can also set up reminders through your iSearch banner. To access the iSearch Banner while watching TV, press the i button on your MyStar remote control. Use the arrows and arrows to highlight the program you are interested in and press select



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When the reminder message appears you can choose to jump to the program, set it to record or remove the reminder from your screen (see figure 9).

- To jump to the program when the remainder message appears, just press select
- To set up a recording, press R
- To remove the reminder message and continue watching the program you're currently tuned to, just press back on the MyStar remote control

Figure 9

RM01 - REMINDER CLASH
Live: Tennis: Australian Open Day 8
on FOX Sports 2 HD MON 23rd - 10:50 AM
Clashes with:
The Ricky Gervais Show S2 Ep5
on showcase HD MON 23RD - 10:50 AM
BACK CANCEL REMINDER
SELECT SET REMINDER

Figure 10

## Reminder clashes

If you attempt to set a reminder for a program which is scheduled to broadcast at the same time as another reminder, you will be presented with a Reminder Clash message (see figure 10).

- To keep the program in your Planner, press the select button
- To cancel the second reminder request, press the back button


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## Cancelling a reminder

- Highlight the program using the  and  arrows in either the TV Guide or iSearch Banner (not available on local channels) and press 

. The clock will disappear

OR

- Highlight the program in the BOOKED screen of Planner using the  and  arrows and press  on the MyStar remote control. The program will be deleted from Planner

## Tricks you can do with Live TV

## Live pause

### Pause live TV with Live Pause

MyStar allows you to pause 'live TV' (ie. the program that you're currently watching). You can pause up to 60 minutes of live TV, and then when you're ready to watch again, just press .

- To pause a program, press  on the MyStar remote control. The TV picture and sound freezes on-screen and MyStar begins to temporarily record the program from that point
- To start watching the program again from the Live Pause point, press . The program will start playing from where you paused it. While you are watching in Live Pause mode, MyStar will continue to record up to 60 minutes of the program




When you're in Live Pause mode, the number displayed on-screen will show the elapsed time difference between where you currently are in the program, and normal live TV (see figure 11).

**Figure 11**

- To cancel Live Pause and resume normal live TV viewing, press the 

button



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While you are watching in Live Pause mode, you're able to:

- Pause, rewind and fast forward, and use slow motion. If you rewind to the beginning of the Live Pause recording, the picture will freeze. If you fast forward to the end of the Live Pause recording, the picture will return to normal live TV
- Display program information about your Live Pause recording by pressing *i* and accessing the iSearch Banner (see figure 12)

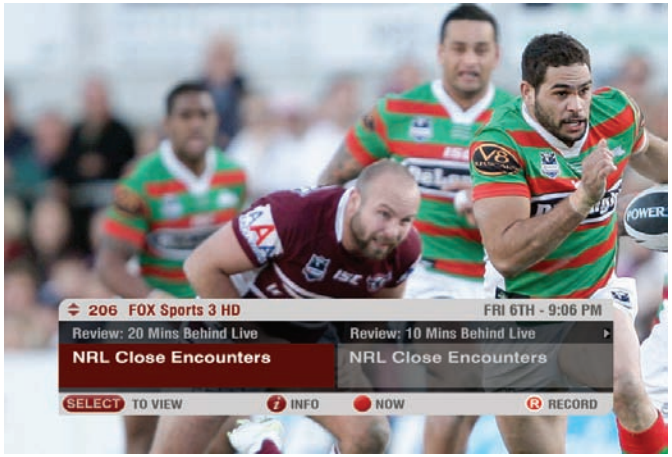


**Figure 12**

Note: If you change the channel or launch an interactive service (such as BOX OFFICE and Top Picks) while using Live Pause, the temporarily recorded material will be deleted. If you want to be able to access the program at a later stage, just record the program to your Planner by pressing ® on the MyStar remote control.

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# Instant rewind

## Rewind live TV with instant rewind

Instant rewind allows you to rewind live TV. As soon as you tune to a channel, MyStar automatically begins recording the next 60 minutes of programming on the channel you are currently viewing. However, if you change channels or access an AUSTAR interactive service, the temporary recording will be deleted and you will not be able to retrieve it.

- To start Instant Rewind, press the ◂◂ button on the MyStar remote control. To increase the speed of the rewind, press ◂◂ button again, and to slow down the rewind, press the Fast Forward ▸▸ button
- To watch the program, press the ⏸ button. While you are reviewing the Instant Rewind recording, MyStar will continue to record up to 60 minutes of the channel
- To exit Instant Rewind and resume normal live TV viewing, press the AUSTAR button

**Figure 13**

The time displayed on-screen shows the time lag between where you currently are in the program, and normal live TV (see figure 13)

- You're able to catch up to live TV viewing by pressing the Fast Forward ▸▸ button

Note: If you change the channel or launch an interactive service such as BOX OFFICE and Top Picks, while using Instant Rewind, the temporarily recorded material will be deleted.

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# RECORDING WITH MYSTAR

## What can you record?

### Record it now, enjoy it later – all at the touch of a button

MyStar allows you to set recordings for programs showing now, or in the future – so you can view your favourite programs at a time that suits you. You can either set up a recording through the TV Guide, or through the iSearch Banner. Once a program is recorded, you can easily access it through your Planner. For details on Planner, refer to page 37.

You will not be able to record BOX OFFICE or Main Event programs on your MyStar.

### Recording combinations – what can you record?

Simultaneous recording is another way that MyStar gives you more control over how you watch you AUSTAR TV. You can:

- **Record one TV program while:**
  - a) watching a different AUSTAR TV/Local Channel program
  - b) watching a different AUSTAR TV/Local Channel program and using Live Pause or Instant Rewind
  - c) using an AUSTAR interactive service such as Sky News Active, Weather Active, or TV Guide
- **Record two TV programs while:**
  - a) watching one of the AUSTAR TV/Local Channels that is currently recording
  - b) watching one of the programs that you're currently recording in Playback
  - c) watching one of the programs that you've already recorded in Playback
  - d) using the following AUSTAR interactive services – TV Guide, iSearch Banner, Active and Planner



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# Setting up a Recording

- Access the TV Guide by pressing tv guide on the MyStar remote control – and either view the selected genre by time or channel (see figure 14)

OR

- If it's within the next 24 hours, access the iSearch Banner by pressing the *i* button on the MyStar remote control (see figure 15)

OR

- If you're not going to be home in time for your favourite show, just go to **tvguide.austar.com.au** select your show from our Online TV Guide, click 'record' and it'll be ready and waiting for you in your Planner at home.

OR

- Record your favourite shows using our iPhone and Android apps. You can set your Mystar to record directly from your phone and even series link it. Both apps are FREE to download from the Available on the App Store or Google play

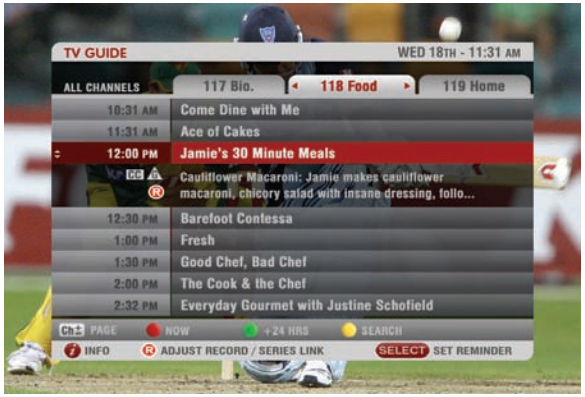


Figure 14

Figure 15

- Highlight the program you would like to record, using the and arrows on the MyStar remote control to move through the grid/iSearch banner
- Then press the R button on the MyStar remote control

A record symbol R will appear next to the program title within the TV Guide, Planner and iSearch Banner and MyStar will add the program to your Planner. All recorded or booked programs can be managed through your Planner, for further details on Planner, refer to page 37.



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## Cancelling a recording

- To cancel a recording for a program you are currently watching, press the button
- To cancel a program that has been booked, go in to Planner by pressing the planner button, go into the BOOKED section, highlight the program using the and arrows and then press the button on the MyStar remote control
- To cancel a recording in the TV Guide or iSearch Banner, access either the TV Guide or iSearch banner, highlight the program and then press the button

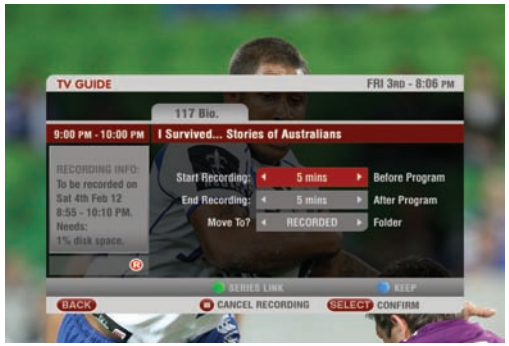
## Stretch your recording time

Programs don't always start and finish exactly as advertised and as the MyStar works purely on times - it doesn't recognise when a program has started/will finish late. To avoid missing the end or start of a program you may want to add a buffer. You can do this on a individual program basis or set it as the default for all your recordings (though this may increase the number of recording clashes if you do lots of recordings).

## Adjusting the recording time for a specific program

- To adjust the start/end times, press the tv guide or planner button on the MyStar remote control
- Simply highlight the program that has been set to record in Planner or the TV Guide using the and arrows and then press – this will launch the 'Adjust Record' screen
- Then simply follow the on-screen prompts (see figure 16)

For example, if you would like to set a recording, and then extend the start and end times of the recording, you could highlight the program in the TV Guide, press to set the recording, and then press again to open the 'Adjust Record' feature.




To add extra time to the start and end of all programs booked to record, refer to page 27.

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## Setting a manual recording

If you wish to record a period of time, cover several programs, or there is no program information for a particular channel, you can use the Manual Record function.

This may be handy if you are going on holiday and the programming information isn't yet available in the TV Guide. You can set up recordings 3 months in advance using the Manual Record feature. To set up a Manual Recording:

- Pressthe setup button on the MyStar remote control, then use the and arrows to highlight 'MyStar Settings' and press select
- Usey our and arrows to highlight 'Manual Record' and press select
- You can now set up your manual recording by filling in the requested information, and by following the on-screen prompts (see figure 17)

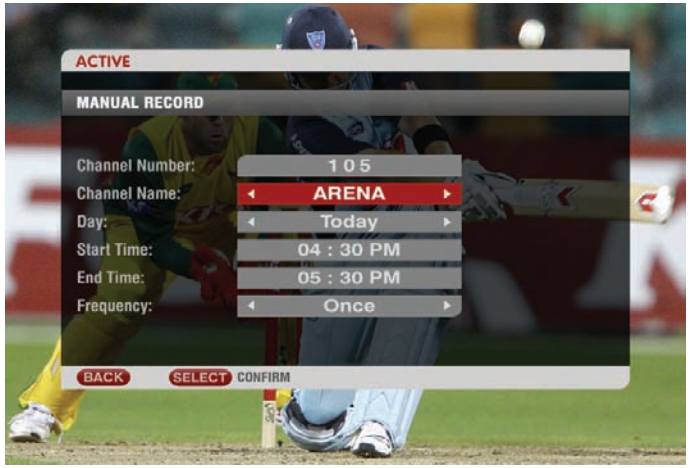


**Figure 17**

Note: Planner will automatically update and display the manual recording information.

## Adjusting the recording time for all recordings

To add extra time to either the start or end of all your recordings:

- Press setup on the MyStar remote control, then use the and arrows to highlight 'MyStar Settings' and press select
- Usey our and arrows to highlight 'Record Settings' and press select
- You can now modify the start/end times of your Satellite and/or Terrestrial (i.e. Local Channel) recordings. Simply use your and arrows to highlight either 'Satellite Start', 'Satellite End' or 'Terrestrial Start', 'Terrestrial End' and press select
- Now simply follow the on-screen prompts to select a preference (see figures 18 and 19)

**Figure 18**

**Figure 19**

The default setting for Satellite Start, Terrestrial Start and Satellite End is 'At Scheduled Time'. Terrestrial End has a default setting of 5 minutes.

Note: When recordings are back-to-back, any extra time added to the start or end of the recordings may be ignored in favour of the next recording.



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## Recording clashes

If you attempt to set a recording for a program which is scheduled to be shown at the same time as two previously set recordings, a Recording Clash message will appear (see figure 20). The Recording Clash message allows you to see what programs are causing the clash, so you can either resolve or cancel the request.

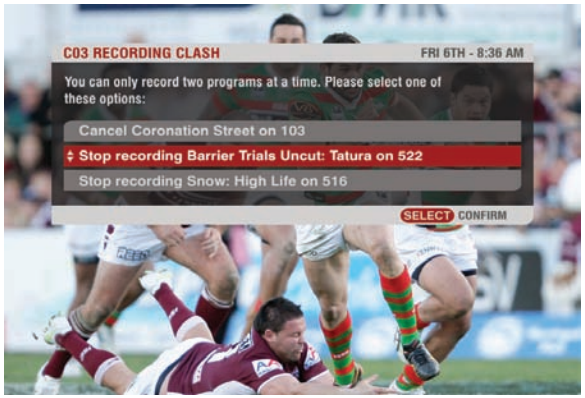
C03 RECORDING CLASH
FRI 6TH - 8:36 AM
You can only record two programs at a time. Please select one of these options:
Cancel Coronation Street on 103
Stop recording Barrier Trials Uncut: Tatura on 522
Stop recording Snow: High Life on 516
SELECT CONFIRM

Figure 20

Figure 21

- To choose an option, use the and arrows to highlight the option you want, and then press the select button

If you attempt to set up a recording for a program from a channel that does not permit recordings, such as BOX OFFICE movies, a 'Not Permitted to Record' message will appear (see figure 21).

Note: If there are any scheduled programming changes (received by the set top box the day prior to broadcast), Planner will automatically adjust your recordings accordingly. If the new scheduled time causes a recording clash, MyStar will record the program that starts first or the program that is marked as 'Keep', the other programs will commence recording as soon as the clashing time period ends.


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# MyStar storage capacity

## Disk space indicator

The disk space indicator displayed at the top right side of the Planner screen, shows you the amount of disk space currently used on your MyStar (see figure 22).

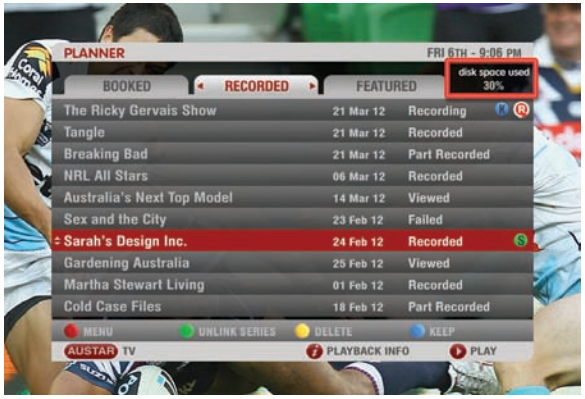
PLANNER
FRI 6TH - 9:06 PM
disk space used 30%
BOOKED
RECORDED
FEATURED
The Ricky Gervais Show 21 Mar 12 Recording
Tangle 21 Mar 12 Recorded
Breaking Bad 21 Mar 12 Part Recorded
NRL All Stars 06 Mar 12 Recorded
Australia's Next Top Model 14 Mar 12 Viewed
Sex and the City 23 Feb 12 Failed
Sarah's Design Inc. 24 Feb 12 Recorded
Gardening Australia 25 Feb 12 Viewed
Martha Stewart Living 01 Feb 12 Recorded
Cold Case Files 18 Feb 12 Part Recorded
MENU
UNLINK SERIES
DELETE
KEEP
AUSTAR TV
PLAYBACK INFO
PLAY

**Figure 22**

To see how much disk space an individual program has used or will use; use the and arrows to highlight the program and press i


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## Disk space warning

MyStar allows you to record up to 60 hours of programming. MyStar HD can record up to 30 hours of high definition programming or up to 90 hours of standard definition programming. When you select a program to record, MyStar checks whether there is enough disk space available to record the program.

You will see a Disk Space Warning message (see figure 23) if you:

- Attempt to set up a recording for a program exceeding the amount of available disk space
- Run short of disk space just before the program is due to record

E37-32 ERROR MESSAGE
Your disk is 96% full.
This recording requires 1% of disk space.
If you do not delete unwanted programs from Planner, then some recordings may be deleted.
BACK CLOSE MESSAGE
PLANNER GO TO PLANNER

**Figure 23**

To ensure you have enough disk space available for a recording, simply highlight the program booked to record in Planner using the ▲ ▼ ◀ and ▶ arrows and then press the i button on the MyStar remote control. This will show you how much disk space is required to record the program. For information on disk space management, refer to page 31.

Note: Disk space availability is calculated from recorded programs that are listed on the Recorded screen. Programs booked to record in the Booked screen have not been taken into consideration when working out the amount of available disk space as they have not been recorded yet.



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## Disk space management

You can choose the way MyStar manages recorded programs in your Planner when your disk space is running out.

You can choose to either:

- 'Save Recorded', which will save all the recordings in your Planner. Booked recordings will fail if your disk space is full. Note: This is your default setting
- 'Delete Recorded', which will delete the oldest recordings in your Planner if your disk is full, to make room for your next booked program. If you have old recordings in your Planner that you want to exclude from the 'Delete Recorded' rule, you should mark those programs as 'Keep'. For details on how to mark a program as Keep, refer to page 39

To adjust your disk space setting:

- Press setup on the MyStar remote control, then use the ▲ and ▼ arrows to highlight 'MyStar Settings' and press select
- Usey our ▲ and ▼ arrows to highlight 'Disk Space' and press select
- You can now adjust your disk space management setting by following the on-screen prompts (see figure 24)

**Figure 24**

Note: If MyStar runs out of disk space upon an attempt to record, you will receive the 'Disk Space Warning' message, so you can choose what you want to delete or record.
Please note, HD programs take up more disk space than SD programs.



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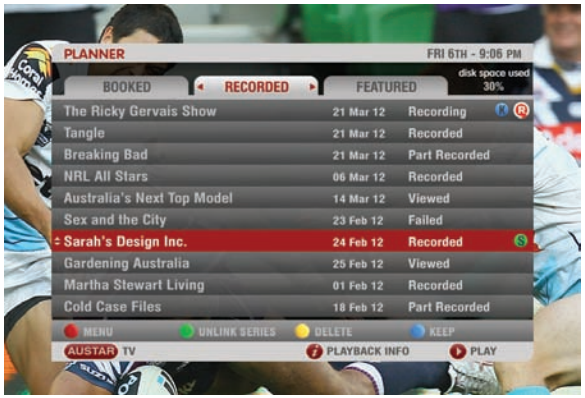
# WATCHING YOUR RECORDINGS

## Playing back a recorded program

All currently recording and recorded programs are listed in Planner – under the RECORDED Tab.

- To access Planner, press the planner button on the MyStar remote control
- Usethe and arrows to select the RECORDED Tab (see figure 25)
- Usethe and arrows to highlight the program you would like to watch and press the button. The program will play from the start or the 'last viewed' position of the program if the recorded program has already been partially watched


PLANNER
FRI 6TH - 9:06 PM
disk space used 30%
BOOKED
RECORDED
FEATURED
The Ricky Gervais Show 21 Mar 12 Recording
Tangle 21 Mar 12 Recorded
Breaking Bad 21 Mar 12 Part Recorded
NRL All Stars 06 Mar 12 Recorded
Australia's Next Top Model 14 Mar 12 Viewed
Sex and the City 23 Feb 12 Failed
Sarah's Design Inc. 24 Feb 12 Recorded
Gardening Australia 25 Feb 12 Viewed
Martha Stewart Living 01 Feb 12 Recorded
Cold Case Files 18 Feb 12 Part Recorded
MENU
UNLINK SERIES
DELETE
KEEP
AUSTAR TV
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PLAY

**Figure 25**

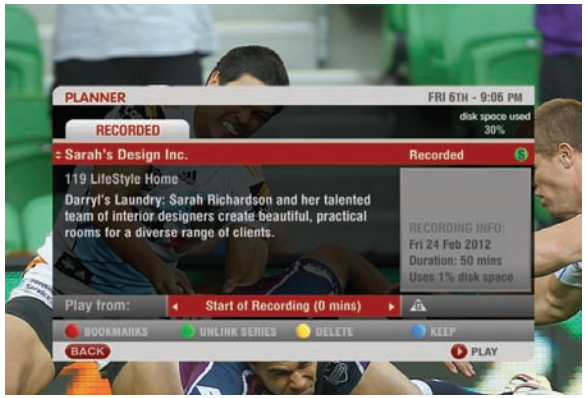


**Figure 26**

If you would like to select your own start position within a recorded program, simply access the Recorded iBox (see figure 26).

- To access the Recorded iBox, highlight the program using the and arrows in Planner and then press the button on the MyStar remote control


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Figure 27

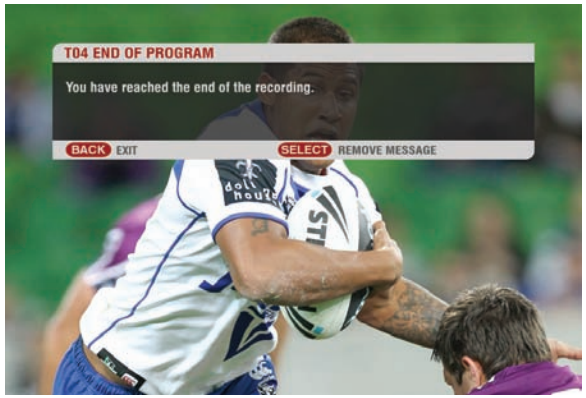


Figure 28

When you commence playback and you select the *i* button on your remote control, the Playback Banner will be displayed on-screen for a period of 5 seconds. This banner indicates the length of the recording (see figure 27).

Note: Some recorded programs may be PIN protected. PIN protected programs will require you to enter in your PIN when following simple on-screen prompts. For details on PIN protection, refer to page 49.

## End of playback

When the recorded program you are viewing ends, a message will appear on-screen. Simply follow the on-screen prompts (see figure 28).

## Stopping playback

During Playback, you're able to pause or stop and return to Planner or normal live TV viewing.

- To pause playback, press the ⏯ button on the MyStar remote control. To resume playback, press ⏯
- To return to Planner, press the back button or planner on the MyStar remote control
- To stop playback and return to the last channel viewed, press the AUSTAR or ↩ button on the MyStar remote. To tune to another channel, simply enter in a channel number or press the CH button

Note: While watching normal live TV, you can quickly resume playback of your last viewed recorded program (if the program is still available in your Planner), by pressing the ⏯ button on the MyStar remote control.

## Fast forward and rewind during playback

MyStar allows you to fast forward or rewind at four different speed levels – x2, x6, x12, x30 frames per second.

- To begin fast forward, press the ▸▸ button on the MyStar remote control. Then continue to press the ▸▸ button, up to 3 times, until you reach the optimal fast forward speed – either x6, x12, x30 frames per second
- To decrease the speed of fast forward, press the ◂◂ button on the MyStar remote control. The speed will decrease in the reverse order
- To rewind the recording, simply reverse the above steps, and use the ◂◂ button to rewind. And to decrease the speed, use the ▸▸ button
- To return to normal playback, press the ⏸ button on the MyStar remote control

During fast forwarding or rewinding, a symbol will appear on-screen. The number in the symbol indicates the speed, and the direction the symbol is rotating indicates whether you're rewinding or fast forwarding.

Note: If you have Bookmarks within a recording, holding down the fast forward ▸▸ or rewind ◂◂ buttons for a period of 3 seconds will take you to the nearest Bookmark. For details on Bookmarks, refer to page 35.

## Slow motion playback

MyStar allows you to play back a recording in slow motion at 3 different speed levels - 1/8, 1/4, 1/2 of a frame per second. This is a great feature for when you want to slow down the picture to see detail you wouldn't normally catch, so for instance, you can be your own third umpire during sporting events.

For slow motion playback:

- Press the Pause ⏸ button on the MyStar remote control
- Depending on the direction you wish to playback the program in slow motion, press either ▸▸ or ◂◂. The playback symbol will appear while the recording is playing in slow motion
- To resume normal speed, press ⏸ again



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# Bookmark your playback

## Creating a bookmark

Want to mark out your favourite scenes in a recording? Bookmark the spot and go back to it later.

MyStar allows you to set a bookmark within a recorded program so you can instantly return to that point in the recording later. You can set up to 20 bookmarks in any recorded program.

- To set up a bookmark while playing back a recorded program, first press , then press . The Pause symbol will appear on-screen with the message Bookmarked below it. To add further bookmarks, simply repeat this step

This symbol will automatically disappear from your screen after a few seconds.

## Find a bookmark

While you are watching a recorded program, you can quickly navigate to the bookmarks you have set up within the program.

- To skip forward to the first/next bookmark, press and hold down the button for 3 seconds
- To return to a previous bookmark, press and hold down the button for 3 seconds



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## Managing and deleting bookmarks

To manage or delete a bookmark, go to the Recorded iBox in the Recorded screen of your Planner.

- To access Planner, press the planner button on the MyStar remote control
- To access the Recorded iBox, highlight the program in the Recorded screen of your Planner using the and arrows - and then press button on the MyStar remote control
- To access your list of bookmarks, simply press , and the Bookmark iBox will appear (see figure 29)

**Figure 29**

- To delete a bookmark, first highlight the bookmark you wish to delete using the and arrows – and then press

Note: When deleting bookmarks, you're unable to delete the 'Start Record' and 'End Record' bookmark.



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# YOUR PLANNER

## Planner

Programs are automatically added to your Planner whenever you press record, choose a program to be recorded at a later time, or set a reminder for a program. The Planner is divided into easy to manage sections: BOOKED and RECORDED.

## Booked programs

### Finding programs that have been booked to record or reminders set

Programs that have a reminder set, or are booked to be recorded, can be found in the Booked screen (see figure 30). They will be displayed in the order of time they are scheduled to broadcast.

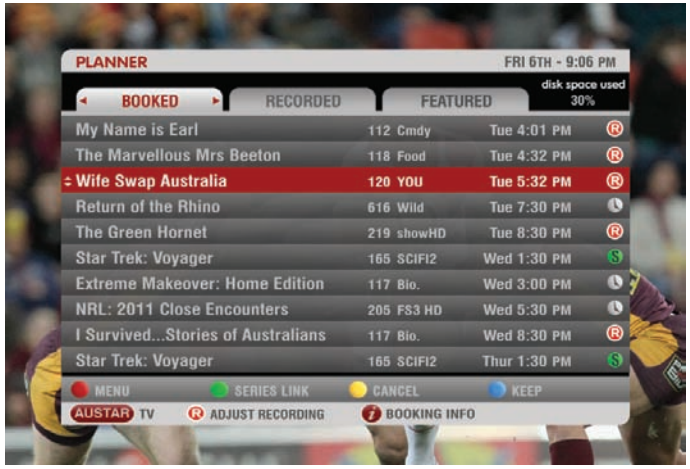
PLANNER
FRI 6TH - 9:06 PM
disk space used 30%
BOOKED
RECORDED
FEATURED
My Name is Earl 112 Cmdy Tue 4:01 PM
The Marvellous Mrs Beeton 118 Food Tue 4:32 PM
Wife Swap Australia 120 YOU Tue 5:32 PM
Return of the Rhino 616 Wild Tue 7:30 PM
The Green Hornet 219 showHD Tue 8:30 PM
Star Trek: Voyager 165 SCIFI2 Wed 1:30 PM
Extreme Makeover: Home Edition 117 Bio. Wed 3:00 PM
NRL: 2011 Close Encounters 205 FS3 HD Wed 5:30 PM
I Survived...Stories of Australians 117 Bio. Wed 8:30 PM
Star Trek: Voyager 165 SCIFI2 Thur 1:30 PM
MENU
SERIES LINK
CANCEL
KEEP
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**Figure 30**

As soon as a program you have set to record begins recording, it will move from the Booked screen to the Recorded screen in your Planner.


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# Recorded programs

## Finding programs that are being or have been recorded

Programs that are currently recording, or have already been recorded, are found in the Recorded screen (see figure 31) of your Planner. These programs will be displayed in the order of time they started recording, with the most recently recorded/recording at the top of the list.

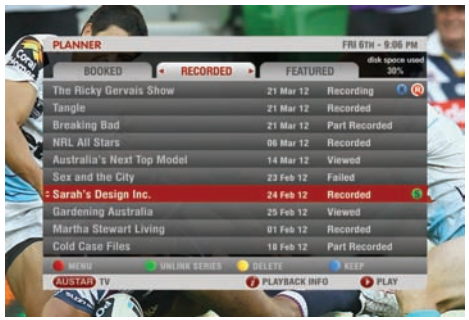
PLANNER
FRI 6TH - 9:06 PM
BOOKED
RECORDED
FEATURED
disk space used 30%
The Ricky Gervais Show 21 Mar 12 Recording
Tangle 21 Mar 12 Recorded
Breaking Bad 21 Mar 12 Part Recorded
NRL All Stars 06 Mar 12 Recorded
Australia's Next Top Model 14 Mar 12 Viewed
Sex and the City 23 Feb 12 Failed
Sarah's Design Inc. 24 Feb 12 Recorded
Gardening Australia 25 Feb 12 Viewed
Martha Stewart Living 01 Feb 12 Recorded
Cold Case Files 18 Feb 12 Part Recorded
MENU
UNLINK SERIES
DELETE
KEEP
AUSTAR TV
PLAYBACK INFO
PLAY

**Figure 31**

You can also use Series Link in your Planner . Select the program you'd like to Series Link, press and the next recording in the series will automatically appear in the same folder.

To access the Booked or Recorded screens in Planner:

- Pressthe planner button on the MyStar remote control
- To switch between the Booked and Recorded screens, use the and arrows on the MyStar remote control
- If you prefer to change how the programs are sorted – either alphabetically or by time – press the menu button and select the 'Sort A – Z' tab.
- Programs in the Booked screen that have a reminder set can be changed to a booked recording by highlighting the program using the and arrows and then pressing the button on the MyStar remote control
- To return to normal live TV viewing, press the back or AUSTAR button on the MyStar remote control


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## Keeping a recording

### Ensure your favourite recordings are not deleted with the Keep function

When a program is marked as 'Keep', MyStar will not be able to delete it without going through a confirmation process. You may wish to mark programs as 'Keep' if you've selected 'Delete Recorded' in the MyStar Disk Space settings. For further details on disk space management refer to page 31 .

You are able to mark programs as 'Keep' from Planner in either the Booked or Recorded screen at any time.

- Pressthe planner button on the MyStar remote control
- Then to mark a program as 'Keep', the program using the and arrows, and press
- To remove the Keep symbol press again

Note: While there is no time limit on keeping recorded programs on MyStar, it's important you know that it is not intended for permanent storage.

Your recordings will be deleted, for example, if the MyStar set top box or Smartcard develops a fault, or if a major software upgrade requires a reformat of the hard disk.

## Deleting a recording

### Delete a program to free-up disk space

You are able to delete programs from Planner in either the Booked or Recorded screen at any time.

- Pressthe planner button on the MyStar remote control
- To remove a recorded program, highlight the program using the and arrows, and press

You may be asked to confirm your request to delete a program. If so, just follow the onscreen prompts.

Note: Once a program has been deleted from your Planner, you will not be able to recover it, as the program will be deleted from MyStar's hard drive.



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## Planner status descriptions

When a program is currently recording, or has been recorded, information about the status of the program will be displayed in the Recorded screen (see figure 32).

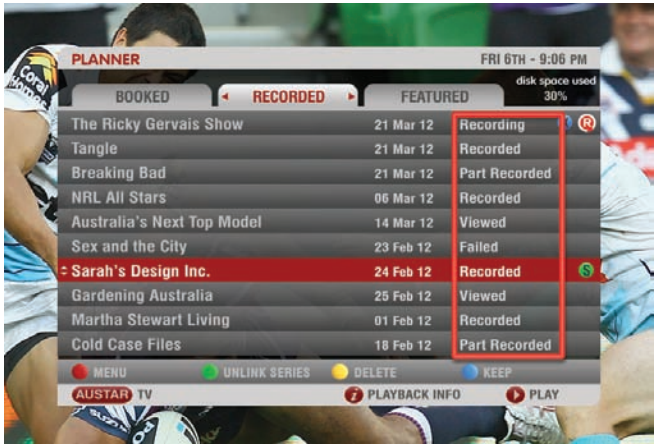
PLANNER
FRI 6TH - 9:06 PM
disk space used 30%
BOOKED
RECORDED
FEATURED
The Ricky Gervais Show 21 Mar 12 Recording
Tangle 21 Mar 12 Recorded
Breaking Bad 21 Mar 12 Part Recorded
NRL All Stars 06 Mar 12 Recorded
Australia's Next Top Model 14 Mar 12 Viewed
Sex and the City 23 Feb 12 Failed
Sarah's Design Inc. 24 Feb 12 Recorded
Gardening Australia 25 Feb 12 Viewed
Martha Stewart Living 01 Feb 12 Recorded
Cold Case Files 18 Feb 12 Part Recorded
MENU
UNLINK SERIES
DELETE
KEEP
AUSTAR TV
PLAYBACK INFO
PLAY

**Figure 32**

The following table identifies status descriptions:

| STATUS | DESCRIPTION |
|---|---|
| Recording | Program is currently recording. |
| Recorded | Program was successfully recorded. |
| Part Recorded | Program was partially recorded. For details on why your program only part recorded, press *i* on the MyStar remote control while the program is highlighted in Planner. |
| Viewed | Program has been part viewed or viewed in total. |
| Viewing | You are currently watching this program. |
| Failed | Program failed to record. For details on why your program failed to record, press *i* on the MyStar remote control. |
| Deleted | Program was deleted to make room for new recordings. For further details on disk space management, refer to page 31 . |

## Icons

Icons in Planner are used to communicate the services you may have set up for a program, such as Record or Keep, through other areas of your AUSTAR TV service (see figure 33).

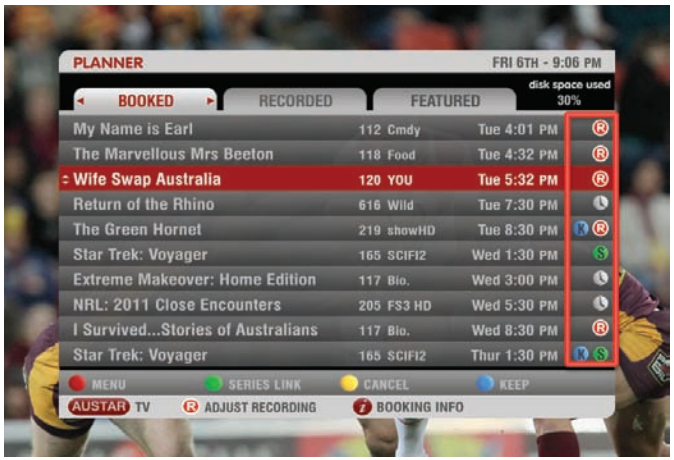
PLANNER
FRI 6TH - 9:06 PM
disk space used 30%
BOOKED
RECORDED
FEATURED
My Name is Earl 112 Cmdy Tue 4:01 PM
The Marvellous Mrs Beeton 118 Food Tue 4:32 PM
Wife Swap Australia 120 YOU Tue 5:32 PM
Return of the Rhino 616 Wild Tue 7:30 PM
The Green Hornet 219 showHD Tue 8:30 PM
Star Trek: Voyager 165 SCIFI2 Wed 1:30 PM
Extreme Makeover: Home Edition 117 Bio. Wed 3:00 PM
NRL: 2011 Close Encounters 205 FS3 HD Wed 5:30 PM
I Survived...Stories of Australians 117 Bio. Wed 8:30 PM
Star Trek: Voyager 165 SCIFI2 Thur 1:30 PM
MENU
SERIES LINK
CANCEL
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**Figure 33**

The following table identifies icon descriptions:

| ICONS | |
|---|---|
| | Once a program has been Series Linked, a will appear in Planner and the on-screen TV Guide. |
| | Reminder Icon – a reminder message will display on-screen just before the program starts. |
| | Record /Recording Icon – MyStar will record, or is currently recording this program. |
| | Keep Icon – once the program has been recorded, or if already recorded, MyStar will not delete this program when disk space is required. |




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# PERSONALISING YOUR MYSTAR

MyStar offers a number of features that enable you to personalise your MyStar experience.

- You can choose the dimensions of the screen – based on if you have a widescreen etc
- You can change the resolution of the HD output to align to the specifics of your TV
- Choose if you'd like the TV Guide and Planner applications to be transparent or not
- Activate closed captions (subtitles) when they're available
- Set favourite channels for quicker navigation to these channels
- You can set up a personal PIN number to manage your household's viewing habits

To do all of this, you need to access the MyStar Settings menu.

## Personalise the way you use your TV Guide and Planner

### Transparency background

Set your preference for how the TV Guide and Planner appear on your TV screen. The transparent option allows you to continue viewing the current program you're watching while you use your Planner or TV Guide. Alternatively, the solid option removes the program you're viewing from the background. With either option, you will still hear the channel audio.

To change your TV Guide background:

- Access the TV Guide by pressing the tv guide button on your MyStar remote control
- Press the button to access 'TV Guide Preferences' (see figure 34) on page 43
- Highlight your preferred Transparency option by using your and arrow buttons.

There are two options to choose from – Transparent Background and Solid Background.

- Press select to confirm your choice.



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**Figure 34**

To change your Planner background:

- Access Planner by pressing the planner button on your MyStar remote control
- Then press the on your MyStar remote control
- Use the and arrow buttons to highlight 'Transparency' and press select
- Highlight your preferred Transparency option by using your and arrow buttons. There are two options to choose from – Transparent Background and Solid Background (see figure 35).
- Press select to confirm your choice. A tick will appear next to your preferred option and the background will change straight away.

PLANNER
FRI 6TH - 9:06 PM
TRANSPARENCY
Choose your preferred background for Planner:
Transparent Background
Solid Background
With this option the Planner is transparent, allowing you to view and hear the channel behind it.
BACK
SELECT CONFIRM

**Figure 35**



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# TV Guide Preferences

Personalise how the TV Guide appears on your screen, to best suit the way you like to use it.

**Figure 36**

## To personalise your TV Guide

- Access the TV Guide by pressing the tv guide button on your MyStar remote control
- Press the button to access 'TV Guide Preferences'
- You will then be presented with four options:

**TV Guide Transparency**

Set your preference for how the TV Guide appears on your TV screen. You can continue to view the current program you're watching while you use your TV Guide, or you can select the solid option which removes the program and replaces it with a solid background.

To change the Transparency setting:

- Usethe and arrows to highlight the 'TV Guide Transparency' option and use the and arrows to select your preferred setting
- For more information, refer to section Transparency Background on page 42.


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**Open TV Guide On Preference**

You can set the screen you'd like to view when you open the TV Guide. Select either 'View by Time', 'View by Channel' or 'Main Menu' (default setting).

To set your preferred screen:

- Usethe and arrow to highlight the 'Open TV Guide on' option and use the and arrows to choose your preferred setting

**Open TV Guide at Preference**

You can choose the channel you want to view, when you first open the TV Guide.

There are two options: The 'First Channel' option allows you to watch the first channel in your channel listing. The 'Current Channel' lets you view the channel you are currently watching.

To select one of these viewing preferences:

- Usethe and arrows to highlight the 'Open TV Guide at' setting and use the and arrows to select your preferred option

**Open at which Channel Category Preference**

You can select the genre of channels that you want to view, when you first open the TV Guide. You can view channels by HD channels, Entertainment, Sport etc. The default option is All Channels.

To select your preferred channel category:

- Usethe and arrows to highlight the 'Open at which Channel Category' setting and use the and arrows to choose your preferred genre or category

Once you have personalised how you would like to view your TV Guide, press to confirm all your TV Guide preferences. To reset your preferences back to the default setting, simply press the button.



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# Picture display

## Making sure you get the full Picture Display

MyStar enables you to adjust the way your program is displayed on your TV screen.

**Figure 37**

**Figure 38**

To adjust your Picture Display:

- Launch the Setup menu, press the setup button on the MyStar remote control
- Usey our and arrows to move the on-screen highlighter to 'Picture Display' and then press the select button (see figure 37)
- Then select the 'Screen size' option by pressing the select button.
- Usey our and buttons to select your preferred picture display and then press the select button to confirm your selection (see figure 38 )

Note: You can modify your picture display while watching normal TV by simply pressing the coloured button on the MyStar remote control.


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## HD resolution

MyStar HD can provide a superior picture and sound quality, particularly when combined with a HD TV.

You can easily change the resolution of the picture you see on-screen.

- Press the setup button on your remote control
- Usey our and arrows to highlight 'MyStar settings' and then press the select button to confirm your selection
- Select 'HD resolution' by using your and arrows to highlight 'HD resolution' and then press the select button

There are four options for you to choose from (see figure 39):

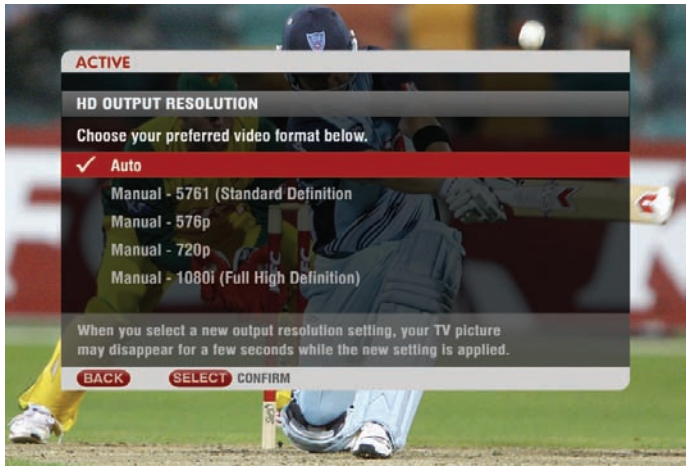
ACTIVE
HD OUTPUT RESOLUTION
Choose your preferred video format below.
Auto
Manual - 5761 (Standard Definition
Manual - 576p
Manual - 720p
Manual - 1080i (Full High Definition)
When you select a new output resolution setting, your TV picture may disappear for a few seconds while the new setting is applied.
BACK
SELECT CONFIRM

**Figure 39**

- Highlight your preferred format by using your and arrows and then press the select button to confirm your selection

# Closed Captions

This service is designed to help the hearing impaired enjoy AUSTAR TV, by displaying the audio from the program as on-screen text.

Closed Captions are available on selected programs and channel, and are denoted by a CC symbol in the on-screen and printed TV Guides.

To adjust Closed Captions, first launch the Setup menu which is found within the ACTIVE menu (see figure 40).

**Figure 40**

To activate/deactivate Closed Captions:

- Launch the Setup menu, press the setup button on the MyStar remote control
- Usey our and arrows to move the on-screen highlighter to 'Closed Captions' and then press select
- Usey our and buttons to activate Closed Captions and then press select to confirm your selection (on or off)

Note: Closed Captioning is available to MyStar customers by pressing while watching TV. The service can be deactivated by pressing again.


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# Parental control

## Screen what you watch with the Parental Control PIN function

Parental Control is a valuable service which is important for families with children. By setting your 4 digit parental control PIN, you can control access to your TV service even when you're not around. The feature works by blocking programs (recorded or currently showing) based on their censorship classifications, however it can also be used to protect all BOX OFFICE purchases or to remove Adults Only Select sessions titles from display.

Note: Local Channel programs (which are broadcast terrestrially) are accessible at all times, as they are not PIN protected.

## Setting your level of Parental Control

To set your desired level of Parental Control:

- Launch the Setup menu, press the setup button on the MyStar remote control
- Usey our and arrows to move the on-screen highlighter to 'Parental Control' and then press select (see figure 41)
- Highlight 'Classifications' and press select (see figure 42). Then enter your 4-digit PIN using the number buttons on the MyStar remote control (you will always start with 1234 until you have chosen your own 'Parental Control' PIN). For more details on changing your PIN, see page 51

Figure 41

Figure 42

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**Figure 43**

Set your desired level of Parental Control according to the viewer classification by using the and arrows and then press the select button (see figure 43).

When a program outside of your personalised Parental Control feature is being broadcast on an AUSTAR channel you are tuned into or a recording is selected for playback, a 'Parental Block' message automatically appears on your screen in place of that program.

This can only be unlocked by entering your correct 4-digit Parental Control PIN. That particular program will then remain unlocked until it's finished, even if you change channels, but all other blocked programs will still be locked. For example, if you have set your censorship classification at MA rated programs, only programs of MA or lesser classification ie M, PG and G programs, can be viewed unless your 4-digit Parental Control PIN is entered.

When MyStar is put into standby mode, the parental lock will be reactivated.

**Figure 44**

## Changing your PIN

It is recommended that you change your PIN from the default provided. To change your PIN:

- Launch the Setup menu, press the setup button on the MyStar remote control
- Usey our and arrows to move the on-screen highlighter to 'Parental Control' and then press the select button
- Highlight 'Change PIN' and press the select button
- Enter your current PIN
- Enter in your new PIN using the number buttons on the MyStar remote control (see figure 44)
- Enter in your new PIN again to confirm (it might also be an idea to write it down, but make sure you keep it in a secure place)

Note: If you forget your PIN, please contact AUSTAR Customer Service on 132 432 and we will reset your PIN. Appropriate identification will be required.



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# Channel Blocking

## To block a channel

Channel Blocking allows you to have greater control over your household viewing, by PIN protecting individual channels. This is helpful when you want to limit or prevent other members of your household viewing certain channels.

**Figure 45**

- Access the TV Guide by pressing the tv guide button on your MyStar remote control
- Select the green button for 'Channel Settings'. This will present a screen showing all the available channels alongside two columns - Favourite and Block (see figure 45)
- Use the and arrows to highlight the channel you wish to block
- Press the arrow to highlight the 'Block' column and then press select to confirm your selection
- You will then be asked to enter your AUSTAR PIN
- Once your PIN is entered, a padlock icon will appear against the channel you have chosen to block.

You will not need to re-enter your PIN again unless you exit and relaunch the TV Guide. When you tune into or watch a recording from your blocked channels, you will be asked to enter your PIN to view.

Note: You can block up to 50 channels at a time.



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## To permanently unblock a channel

If you no longer want to limit or prevent viewing of a channel, you can remove it from your blocked channel list.

**Figure 46**

- Access the TV Guide by pressing the tv guide button on your MyStar remote control
- Select the button for 'Channel Settings'. This will present a screen showing all the available channels alongside two columns - Favourite and Block (see figure 46)
- Use the and arrows to highlight the channel you wish to unblock – it will have a padlock icon next to it
- Press the arrow to highlight the 'Block' column and then press select to confirm your selection to unblock the channel
- You will need to enter your AUSTAR PIN. Once the PIN is entered, the padlock icon will be removed and the channel will be unblocked.



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# Codes and symbols

The codes and symbols featured on programs you receive through your MyStar provide particular information about those programs, and will help you to quickly spot available features.

| SYMBOLS | EXPLANATIONS |
|---|---|
| | Program classification symbol |
| | Program is available in widescreen format |
| | Closed Captions are available for this program |
| | Dolby Digital or Surround Sound available for this program if your TV is equipped with Dolby Digital capabilities. |

| CLASSIFICATION CODES | |
|---|---|
| P | Pre-School Children |
| C | Primary School Children |
| G | General Exhibition |
| PG | Parental Guidance recommended for persons under 15 yrs |
| M | Recommended for mature audiences 15 yrs and over |
| MA | Mature accompany for persons under 15 yrs |
| AV | Adult audience, strong violence restricted to persons 15 yrs and over |
| R | Restricted to Adults 18 yrs and over |

# Setting and removing favourite channels

## Setting favourite channels

Setting up your Favourite Channel Category in the TV Guide, allows you to go straight to these channels.

- Access the TV Guide by pressing the tv guide button on your MyStar remote control
- Select the button for 'Channel Settings'. This will present a screen showing all the available channels alongside two columns - Favourite and Block
- Use the and arrows to scroll through the channel names
- Press select to add a channel to your 'Favourites'. A Favourite Channel will be indicated by a ✓ symbol (see figure 47)

TV GUIDE
FRI 6TH - 9:06 PM
All Channels
Favourite
Block
119 Home
129 YOU
121 E!
122 Style
123 FTV
124 MTV
125 SCIFI
126 ABC2&4
132 STUDIO
134 Ovat
119 LifeStyle HOME
LifeStyle HOME is the ultimate destination for home and property entertainment. From makeovers to investments, renovation to relaxing in the garden, there's no place like HOME.
Press [SELECT] to add or remove your favourite channel. Whilst watching AUSTAR, press [GREEN] to scroll through your favourite channels.
Ch± PAGE
BACK
SELECT SET FAVOURITE

**Figure 47**

Once your Favourite Channels are set, you can quickly cycle through them while watching TV by pressing the button.

Note: You can set up to 20 Favourite Channels at a time.



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### Removing Favourite Channels

To edit your favourite channels:

- Access the TV Guide by pressing the tv guide button on your MyStar remote control
- Select the button for 'Channel Settings'.
- Use the and arrows to scroll through the channel names
- Press select to remove a channel from your 'Favourites'

## Security: BOX OFFICE purchases

To protect all BOX OFFICE purchases with your Parental Control PIN:

- Launch the Setup menu, press the setup button on the MyStar remote control
- Usey our and arrows to move the on-screen highlighter to 'Parental Control' and then press the select button
- Highlight 'BOX OFFICE' and then press the select button, you will need to enter your Parental Control PIN
- Highlight'Pur chase PIN' and then press the select button. Use the and arrows to select your option and then press select to confirm your selection

## Hiding BOX OFFICE Adult movies from display

To hide Adult movies from displaying within BOX OFFICE:

- Launch the Setup menu, press the setup button on your MyStar remote control
- Usey our and arrows to move the on-screen highlighter to 'Parental Control' and then press the select button
- Highlight 'BOX OFFICE' and then press the select button. You will need to enter your Parental Control PIN
- Highlight 'Adult Options' and then press the select button. Use the and arrows to select your option and then press select to confirm

This also hides the titles from appearing in the on-screen TV Guide.



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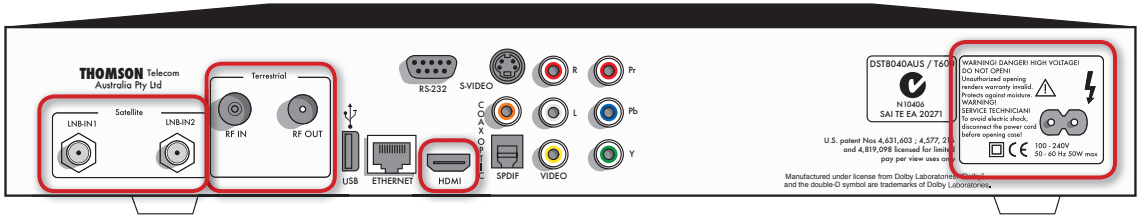
# PUTTING THE "HD" INTO MYSTAR HD

MyStar HD will deliver amazing sound and picture quality to your HD-TV, as well as giving you the great features of MyStar like live pause, rewind and record.

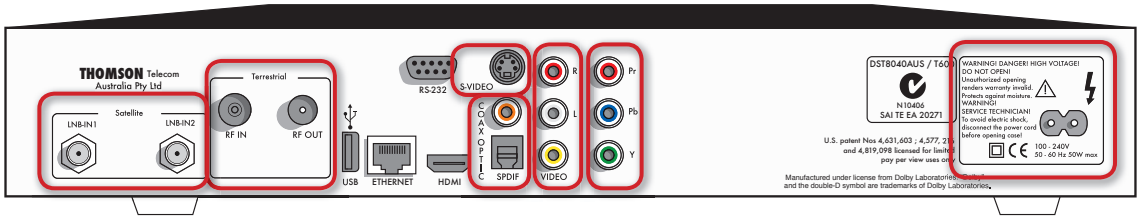
MyStar HD can also be connected to standard definition TVs – but the HD quality will not be received by your standard definition TV.

## Connecting to a HD-TV

- The best way to connect MyStar HD to a HD-TV is to connect with the HDMI cable. The HDMI cable will deliver both sound and picture to your TV




- If your TV does not have an available HDMI connection, you should connect with the Component cables (red, green and blue tipped cables) which will deliver HD quality images. You'll also need to connect with an audio cable also – either the Digital Coax, Optical or R&L audio cables will work





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## Connecting to a standard definition TV

- MyStar HD can easily be connected to a standard definition TV. You will need to make sure you connect audio cables as well as video cables. The below tables show you the cabling options that are available for you to choose from. Any combination of these cables will deliver sound and picture.

| AUDIO CABLING OPTIONS |
| --- |
| Optical |
| Digital Coax |
| R & L Audio cable |

| VIDEO CABLING OPTIONS |
| --- |
| Component cable |
| S Video |
| Yellow video cable |

## Choosing the best resolution for your TV

- MyStar HD is pretty clever – in most cases it will automatically select the right resolution for your TV. If you'd like to change your resolution, just press the setup button on your MyStar remote control and select MyStar Settings, and then HD Resolution. This will bring up the 'HD output resolution' menu. Then just choose the resolution that you prefer, or select 'Auto' and it will choose the right one to match your TV
- Pressingthe back button for 10 seconds will also bring up the HD output resolution menu on your screen. The easiest way to set the best resolution for your TV is to select the 'Auto' setting. Just scroll up with your arrow buttons and press select

## Choosing the best picture display

- With MyStar HD and a HD-TV, you could enjoy a widescreen picture, which is a great way to enjoy HD. To choose a widescreen view, just press the button on your MyStar remote control and you can choose which picture display you prefer. While personal preferences vary, for all widescreen (and most HD) TVs, the best setting is 16:9 – sometimes you will see black bars to the left and right of the picture, but the picture will not be distorted and you won't lose any of the picture for widescreen programs

# TECHNICAL HELP

## Resetting your MyStar or MyStar HD

As a first step for any difficulties, or unusual symbols on the display panel for MyStar, we recommend you reset your set top box:

- For MyStar – press and hold the [RESET] button for 5 seconds (the RESET button is located on the front panel of MyStar, see Front Panel on page 63)
- For MyStar HD – pres and hold the On/Standby button for 10 seconds

This will automatically clear and reset the entire system so that you can start again.

If resetting MyStar or MyStar HD fails to resolve the problem, we recommend you re-boot by turning the power off at the mains, and then back on within a period of one minute. This will clear any temporary memory issues MyStar (or MyStar HD) may be experiencing.

Note: Please be aware that when you press [RESET] or turn the power off from the mains, programs currently recording will stop and scheduled recordings for that period will fail to commence recording.

## On-screen error messages

If there is an on-screen message displayed on your TV which is not shown here, please check the 'Troubleshooting' section on page 60 before contacting AUSTAR Customer Service on 132 432.

| MESSAGE | EXPLANATION |
|---|---|
| 'Please re-insert your Smartcard' | MyStar is tuned in to channel, but you need to correctly insert your AUSTAR Smartcard to view this channel. |
| 'Checking Card' | MyStar is checking your AUSTAR Smartcard (this may take up to 30 seconds). |
| 'Smartcard needs updating' and/or 'Please re-insert Card' | There is a problem with your card. Double check that it is an AUSTAR Smartcard, that it's not damaged and that you have inserted it the correct way around, see page 76 for more detail. |
| 'Press select to unlock program' | This program has a parental lock on it. To view the program you must use your PIN to override or change classification. For more detailed information on Parental Control and how to use your PIN, see page 49. |
| 'Service Unavailable' or 'Channel is not currently available' | The channel number you have selected is not currently active or is not transmitting any program. This may be a channel that is not broadcast 24 hours a day, or it may be blocked. Try another channel. |



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| | |
|---|---|
| 'This is an optional channel / program package. For further information call: 132 432' | You are not allowed to receive this channel as it is not included in your subscription or subscription for this channel has expired. |
| 'No Signal' displayed briefly, followed by 'Searching for signal at XXXXX MHz' | MyStar has not been able to detect an AUSTAR channel or Local Channel signal. Try using the [RESET] button, see page 59 before contacting AUSTAR Customer Service on 132 432. |

## Troubleshooting

The below troubleshooting guide will help you work through any glitches that you may experience. Most of the symptoms are applicable to MyStar and MyStar HD, we've noted down if there are any exceptions.

| SYMPTOM | POSSIBLE CAUSE | SUGGESTED REMEDY |
|---|---|---|
| The set top box is on, but the picture on the TV screen is fuzzy or slightly out of focus.* | Decoder not receiving mains power. | Ensure all leads are securely plugged in and all power is switched on. If nothing lights up on the front panel display of MyStar, there may be a problem with the mains supply. Check that the power point you are using has power. If the problem persists, it may be the mains lead for MyStar itself that is faulty, or the plug. |
| I'm changing channels with my MyStar remote but the picture on the TV remains the same.* | TV may not be tuned in correctly. | Check you are on the correct channel on your TV. Adjust the TV tuning. Follow the instructions detailed in the manufacturer's manual. |
| TV is only showing AUSTAR TV channels, not one or more of your Local Channels (which are broadcast terrestrially). | 'Free-to-air' antenna system has been disconnected or is faulty, or storm activity has damaged equipment. | Check all cabling is secure and correctly installed. Call your Local Channel broadcaster to ask about transmission problems. |
| MyStar display panel channel numbers change but the picture on the TV remains the same. | TV may not be tuned in correctly to the AUSTAR or Local channel. | Check the channel settings under 'Important Tuning Information' on the inside of the front cover and ensure that the TV is tuned to the correct channel. |
| MyStar feels hot even though the picture on the TV is okay. | High speed microprocessors in MyStar make it warm, so heat is normal. | Ensure that MyStar is in a place where it has adequate ventilation. Do not place on top of Hi-Fi equipment or other equipment that is warm or hot to touch. |

*MyStar only.



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| SYMPTOM | POSSIBLE CAUSE | SUGGESTED REMEDY |
|---|---|---|
| A box with an exclamation mark 'E16-4 MESSAGE' appears on-screen. | That channel may not be available to you at this time or you could have been disconnected from your AUSTAR service (see also On-Screen Error messages on page 59). | Some AUSTAR program services may not be currently active, you may not be allowed to receive some channels as they are not included in your subscription or your subscription for a channel has expired. Please check all this before assuming there is a technical problem. |
| A box with an exclamation mark headed 'E04-4 MESSAGE' appears on screen. | Your AUSTAR Smartcard is damaged or not properly inserted into MyStar. | Check that it is an AUSTAR Smartcard you are using, that it is not damaged and that you have inserted it the correct way around (see 'Your AUSTAR Smartcard' on page 76. |
| The following message is appearing on-screen: 'Press select to unlock this program'. | A parental lock has been enabled which blocks reception of the program. | Use your Parental Control PIN to unblock the channel (see 'Parental Control' section on page 49). |
| Unable to lock or change the program which has triggered my parental lock. | The classification has not been changed to 'No Lock'. | Follow the directions on how to set up parental blocking of programs as detailed in the 'Parental Control' section on page 49. If you have forgotten your PIN or are still experiencing difficulties contact AUSTAR Customer Service on 132 432. |
| Able to see a program that should be blocked by parental lock. | The parental lock has not been set correctly or you have forgotten to reset it after viewing part of the program. Note: The parental lock does not apply to Local Channels (which are broadcast terrestrially). | Ensure that you have followed the directions given on how to set up your parental blocking of programs detailed in 'Parental Control' section on page 49. |
| MyStar is showing the incorrect time on the front panel display.* | Time zone is incorrectly set on MyStar. | To adjust the MyStar Time Zone press the (setup) button, use the and arrows to move the on-screen highlighter to select 'Installation', then select 'Decoder' and then select 'Time'. |
| A box with an exclamation mark headed 'E52 MESSAGE' appears on screen. | Caused by interference with the signal reception. | Sometimes storms or heavy weather may interfere with the signal passing between the satellite and your receiving dish. Use the [RESET] button on the Front Panel of MyStar, see page 59. If problems persist, contact AUSTAR Customer Service on 132 432. |
| MyStar is on, but the picture on the TV screen is black | | Check you are on the correct channel on your TV. Use the [RESET] button on the Front Panel of MyStar, see page 59. |

*MyStar only.



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| SYMPTOM | POSSIBLE CAUSE | SUGGESTED REMEDY |
|---|---|---|
| Current time shown in the TV Guide is incorrect: the programs do not start at the time shown. | MyStar has not been installed correctly for the time zone in your location. | Use the [RESET] button on the Front Panel of MyStar, see page 63. If reset fails to remedy the problem, you may need to adjust the MyStar Time Zone, to do this press the (setup) button, use the and arrows to move the on-screen highlighter to select 'Installation', then select 'Decoder' and then select 'Time'. |
| MyStar is on, and by TV is on, but the TV has an information bar on a black screen. | MyStar is in standby mode. | Press the power button on the MyStar remote control or on the front of MyStar. |
| MyStar front display panel is showing a channel number, but the TV has an information bar on an otherwise blank screen.* | MyStar may be undergoing a remotely activated self-service update. | Use [RESET] button, see page 59. If problem persists, contact AUSTAR Customer Service on 132 432. |
| Unable to operate MyStar at all using the MyStar remote control. | The MyStar remote control is not functioning properly. | Ensure that the MyStar remote control is pointed directly at MyStar and that nothing is blocking MyStar's display panel. Check whether the Remote light in the front panel of MyStar flashes when you press the remote buttons: if it does not, the remote control batteries may be dead or inserted incorrectly. Replace the batteries, ensuring that they are inserted correctly, and if the problem persists there may be a fault with the remote control or MyStar, so contact AUSTAR Customer Service on 132 432. |
| There is no sound (or poor sound) on AUSTAR TV and Radio channels. | MyStar or TV may be muted. | Check that the volume and the mute buttons on your MyStar remote control has no effect on the sound level. Double check all cabling is secure and correctly installed. |
| The display panel shows incomplete numbers.* | MyStar is currently being enhanced with new software upgrades. | Wait until the message light goes out – this may take up to 20 minutes if MyStar is being enhanced with new software upgrades. |

*MyStar only.



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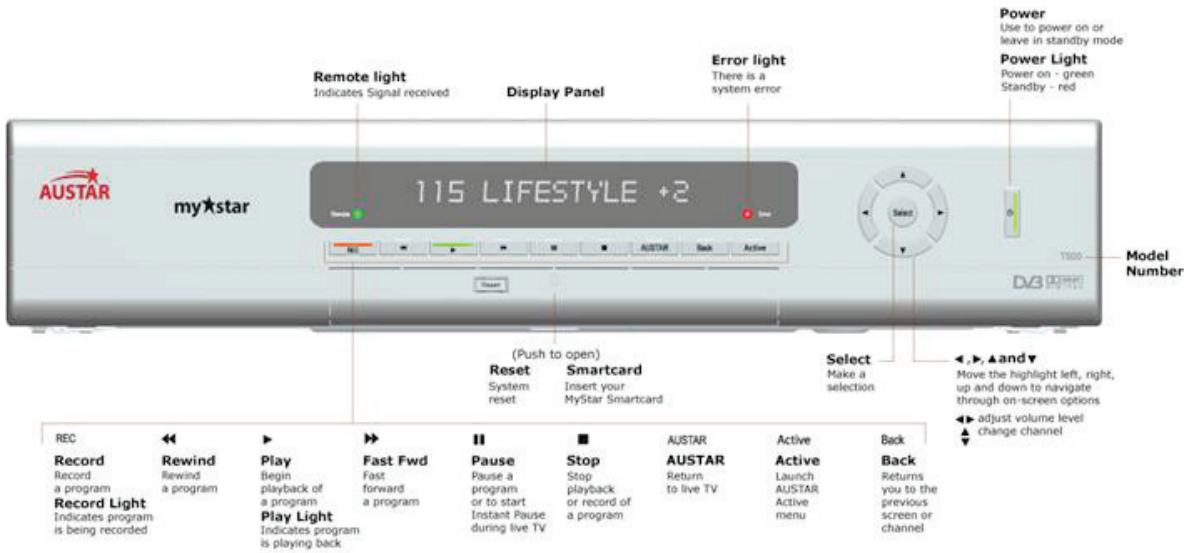
# MYSTAR TECHNICAL SPECS

## MyStar front panel

The front panel has all the basic features you need to operate the MyStar service; however we recommend you use the MyStar remote control to get the most out of your viewing. For details on the MyStar back panel, refer to page 64.




Note: MyStar's Display Panel lights up when performing certain requests.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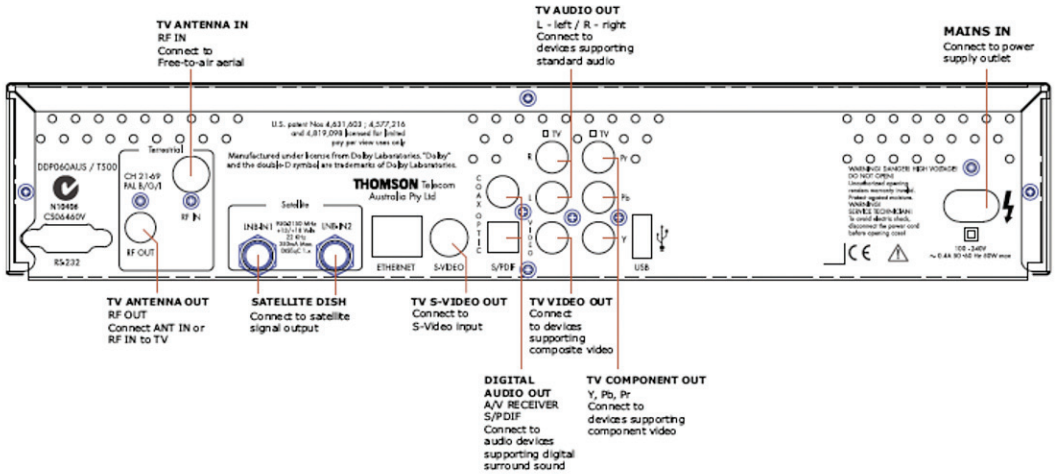
# MyStar back panel

## Connecting MyStar

This diagram is designed to help you if you need to temporarily disconnect MyStar, or connect it to other equipment, such as an audio system.




Note: To obtain the best audio and video quality, AUSTAR recommends using Component or the S-Video with Digital Audio outputs where available on your TV or equipment before utilising AV or RF connectivity.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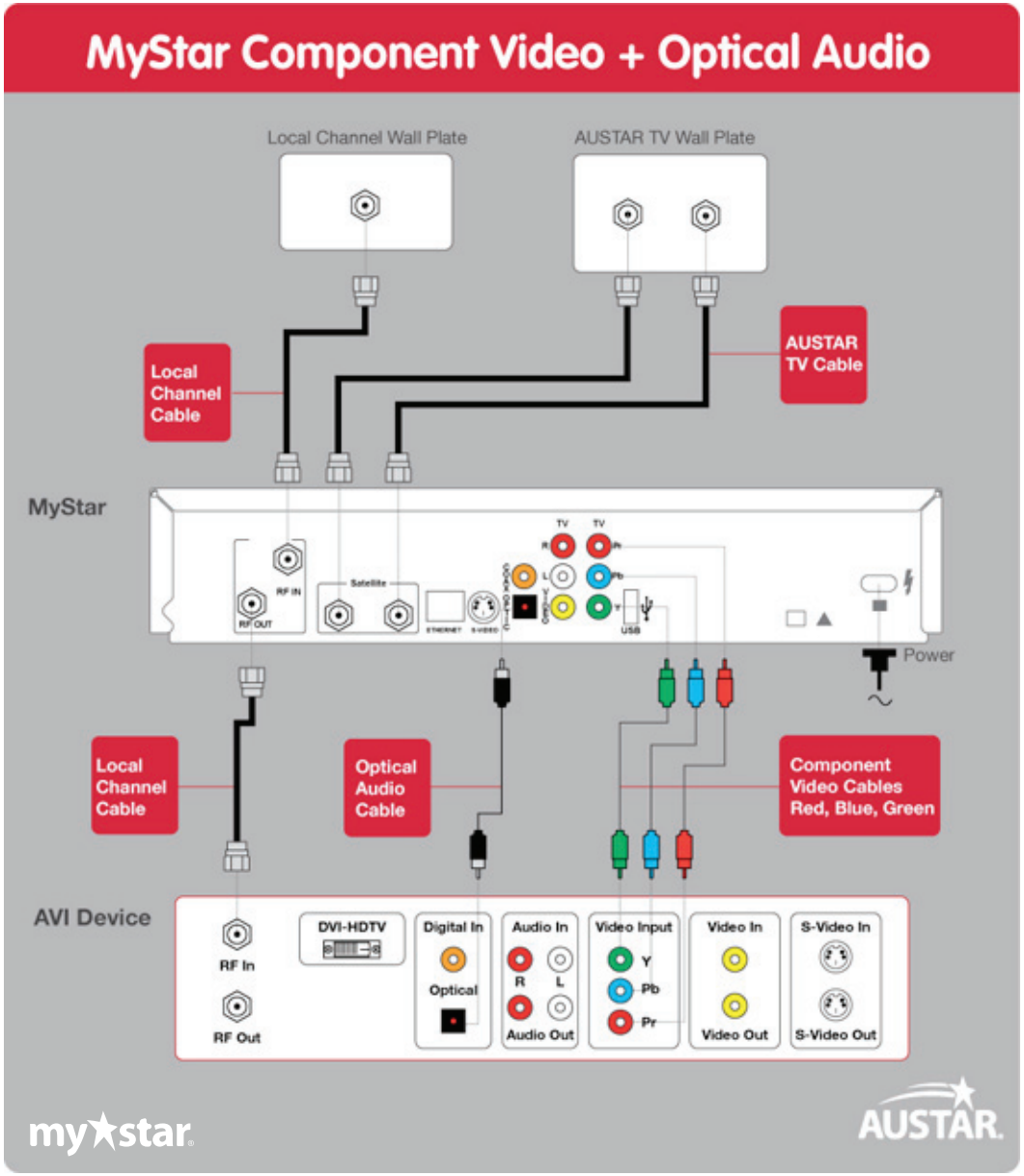
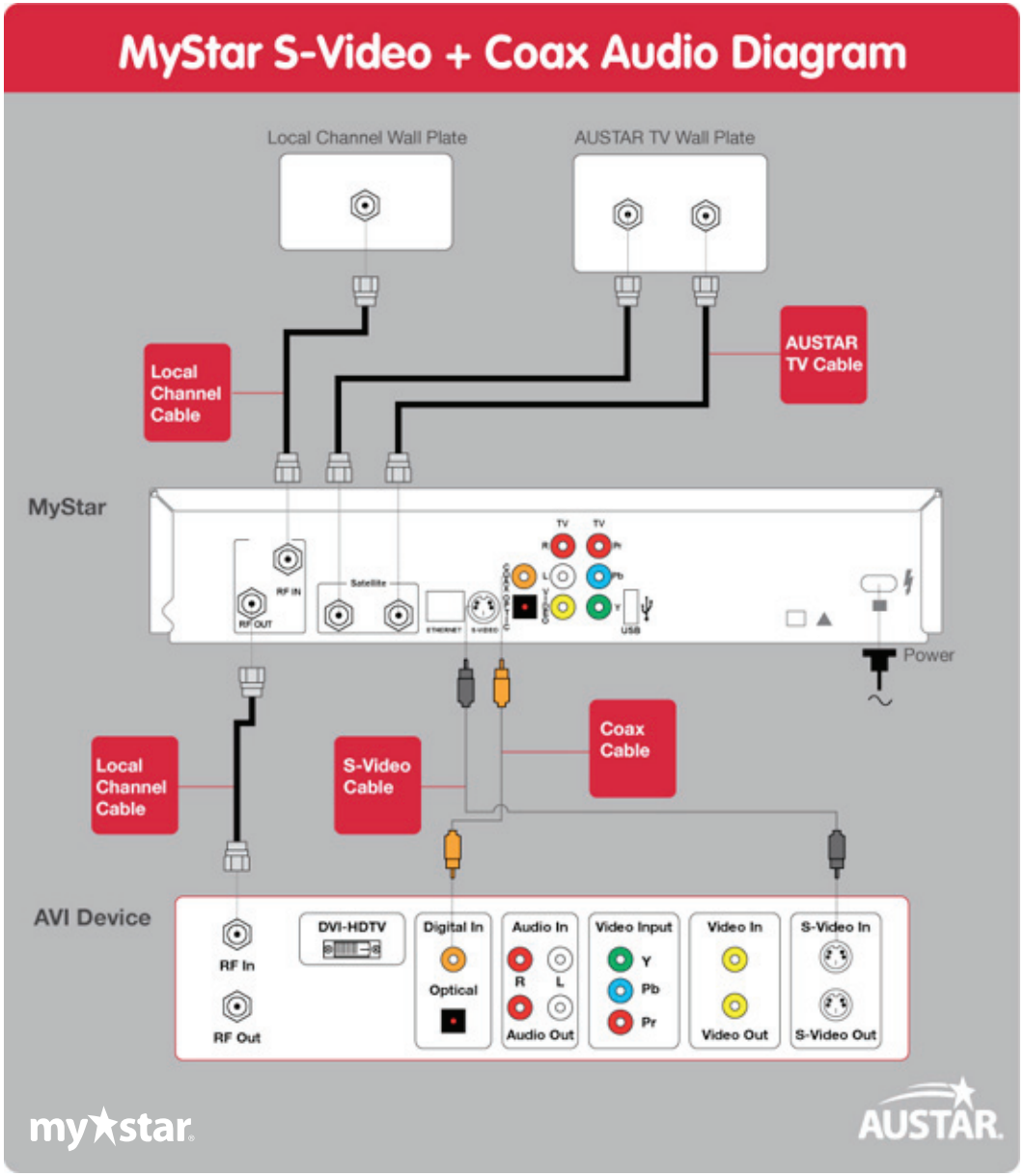
## MyStar wiring diagrams

Component video (Best connection for viewing quality)



S-Video





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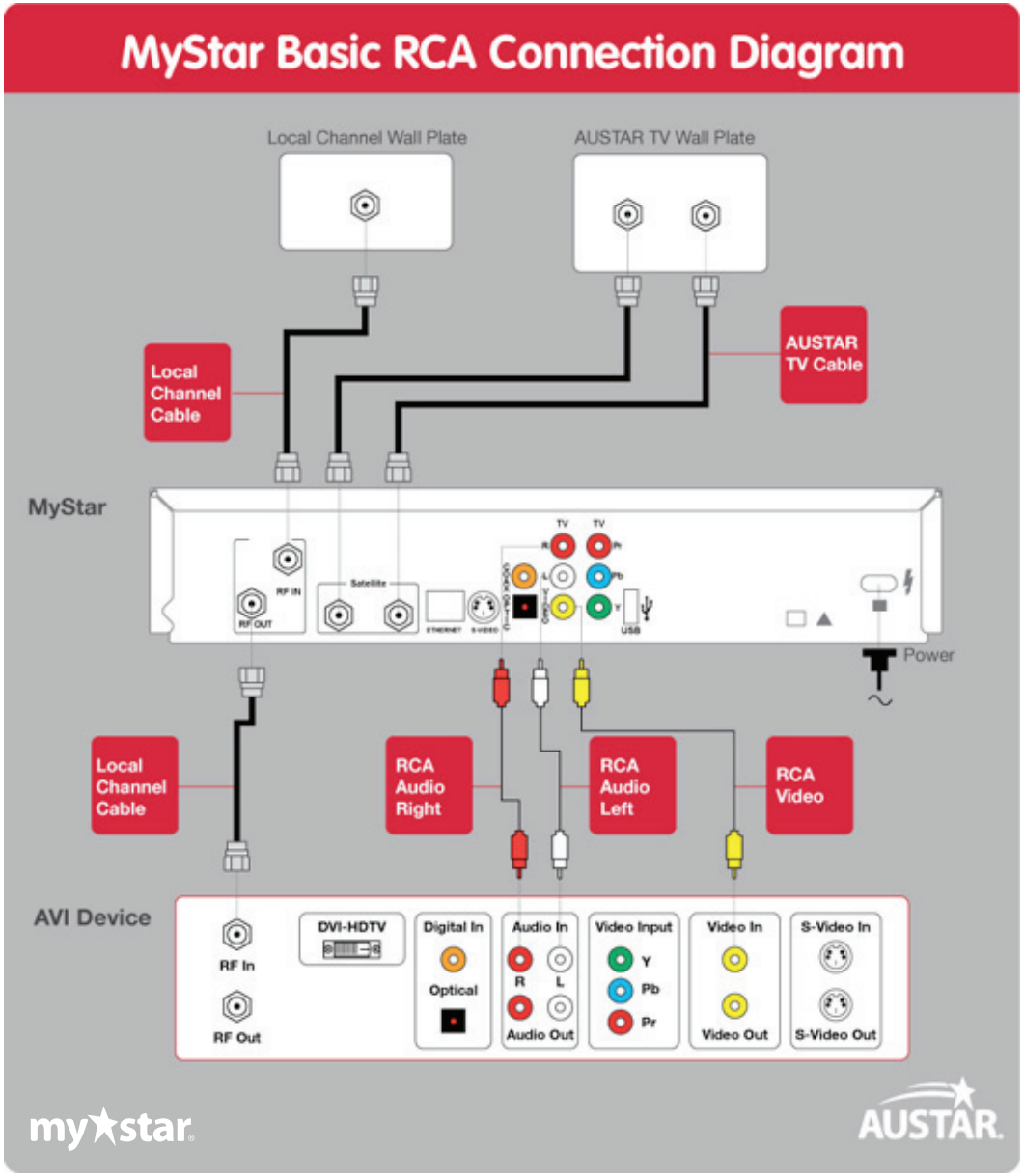
Basic RCA


MyStar Basic RCA Connection Diagram
Local Channel Wall Plate
AUSTAR TV Wall Plate
Local Channel Cable
AUSTAR TV Cable
MyStar
Power
Local Channel Cable
RCA Audio Right
RCA Audio Left
RCA Video
AVI Device
RF In
RF Out
DVI-HDTV
Digital In
Optical
Audio In
R
L
Audio Out
Video Input
Y
Pb
Pr
Video In
Video Out
S-Video In
S-Video Out
mystar
AUSTAR

# MyStar specifications

| GENERAL | |
|---|---|
| Operating voltage | 100 – 240 VAC |
| Power consumption | 50W |
| Weight | 3.05 kg NET |
| Dimensions (W x H x D) | 360 x 76 x 257.8 mm |
| UHF modulator | PAL/Ch 21 - 69 |
| Operating temperature range | 10 – 45 °C |
| Storage temperature range | -25 – 70 °C |
| Hard Disk capacity | 160GB total (120GB personal storage) |

| CONNECTIONS | |
|---|---|
| Mains input | IEC 83 |
| LNB-IN 1 | IEC 60169-24 |
| LNB-IN 2 | IEC 60169-24 |
| Terrestrial | IEC 60169-2 female |
| S-Video Out | EN 60933-5 |
| Aerial In | IEC 60169-2 female |
| RF Out – 1 | IEC 60169-2 male |
| Audio Out (L and R) | RCA female (IEC 60268-11) |
| SPDIF | IEC-60958 |
| USB 2.0 | USB 2.0 |
| RS-232 | 9-pin D/DCE |
| Ethernet | RJ-45/IEEE 802.3 |



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# MYSTAR HD TECHNICAL SPECS

MyStar HD has a series of lights at the bottom of the front panel. The lights are a handy indication of what feature you might be using with MyStar HD, like pause, rewind or play. Your MyStar remote control will work perfectly with MyStar HD, and will allow you to use all of the features with ease.

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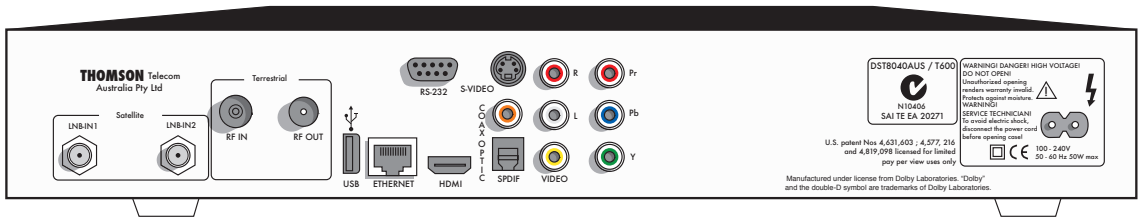
# MyStar HD back panel

## Connecting MyStar HD

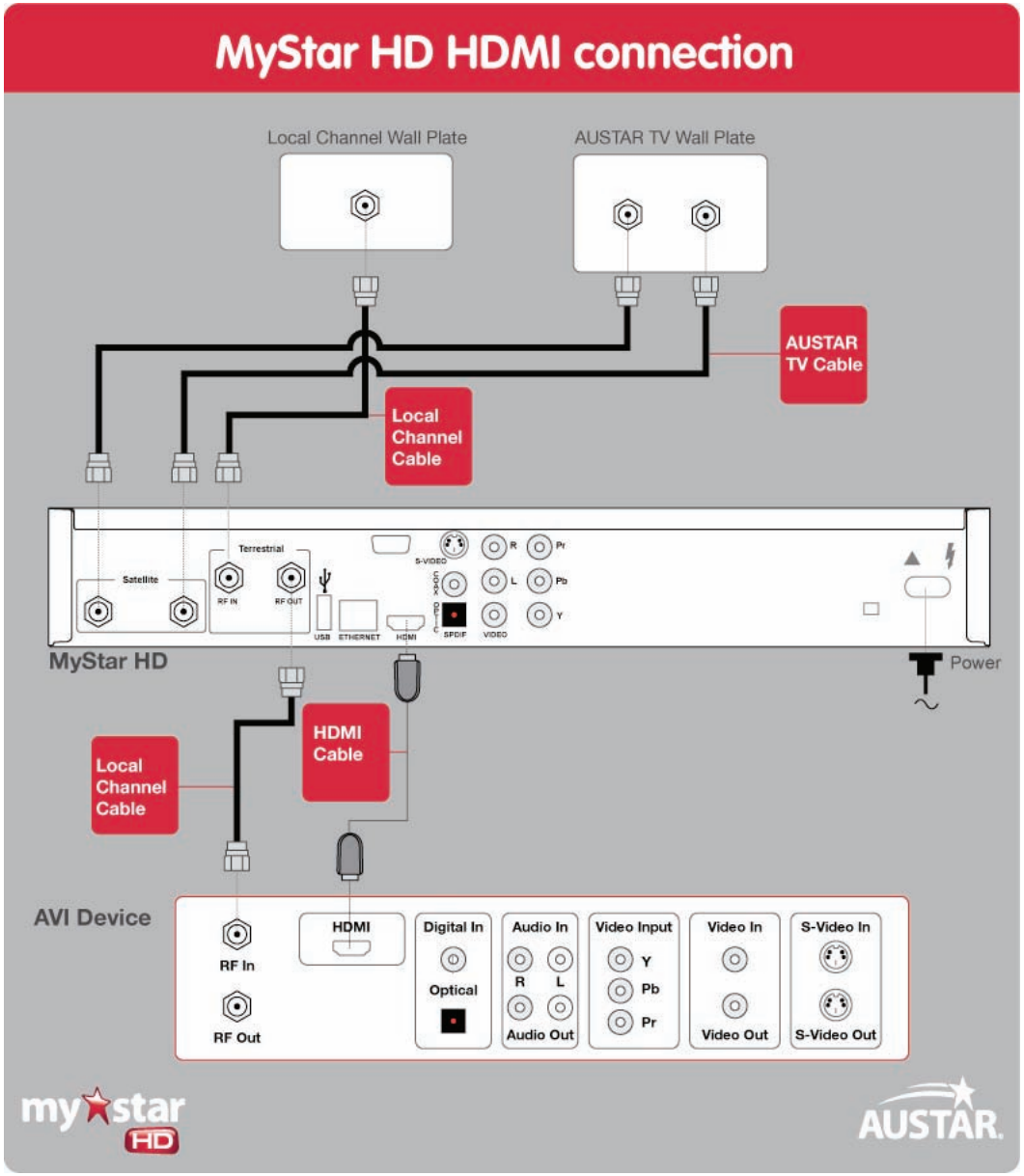
- This diagram is designed to help you if you need to temporarily disconnect MyStar HD, or connect it to other equipment, such as an audio system

Note: To obtain the best audio and video quality, AUSTAR recommends you connect MyStar HD to a HDTV using the HDMI connection. If this connection is not available on your HDTV, the next best option is to use the component cable connections.



# MyStar HD wiring diagrams

Best connection for audio and video quality





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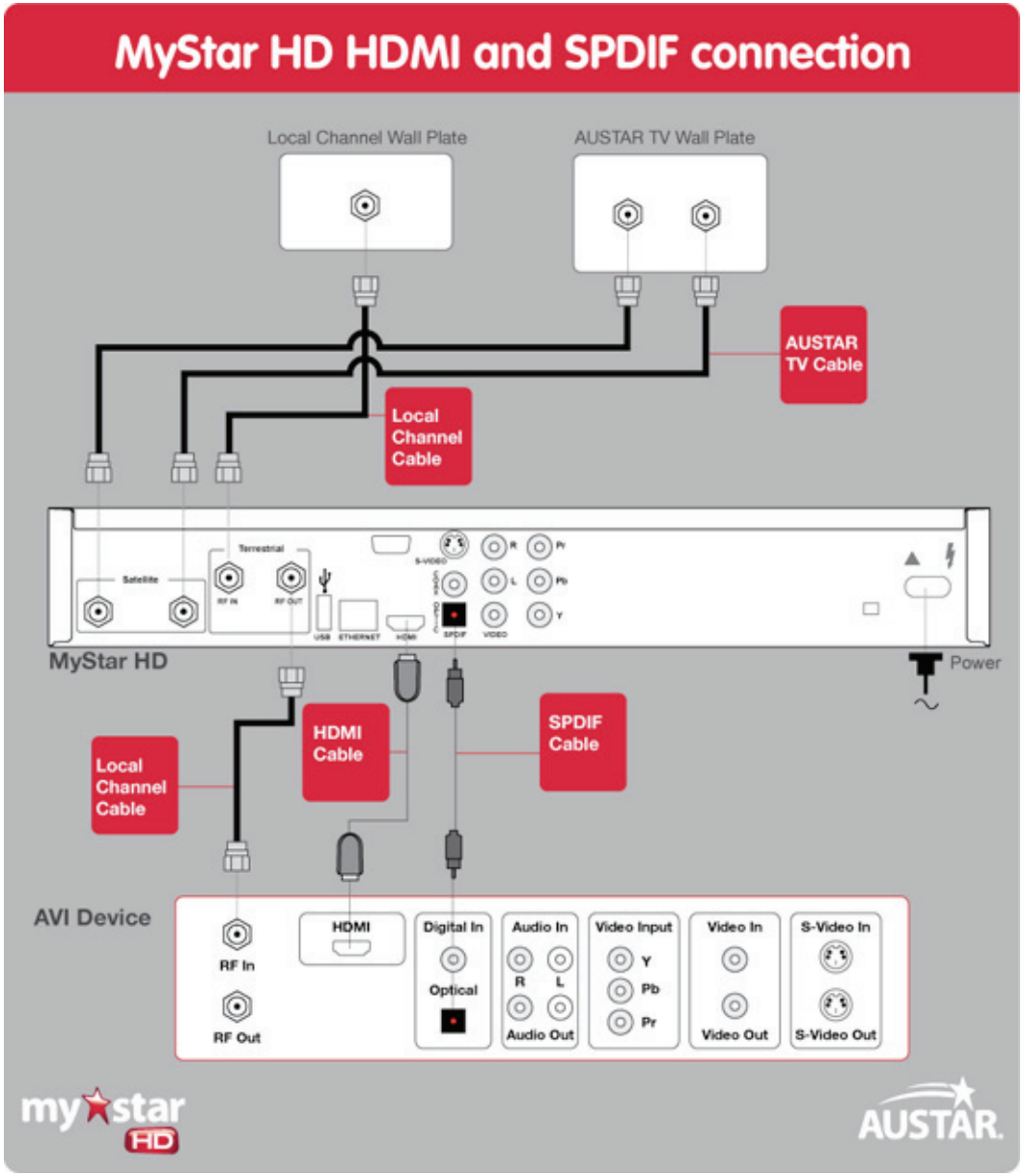
Best connection for surround sound





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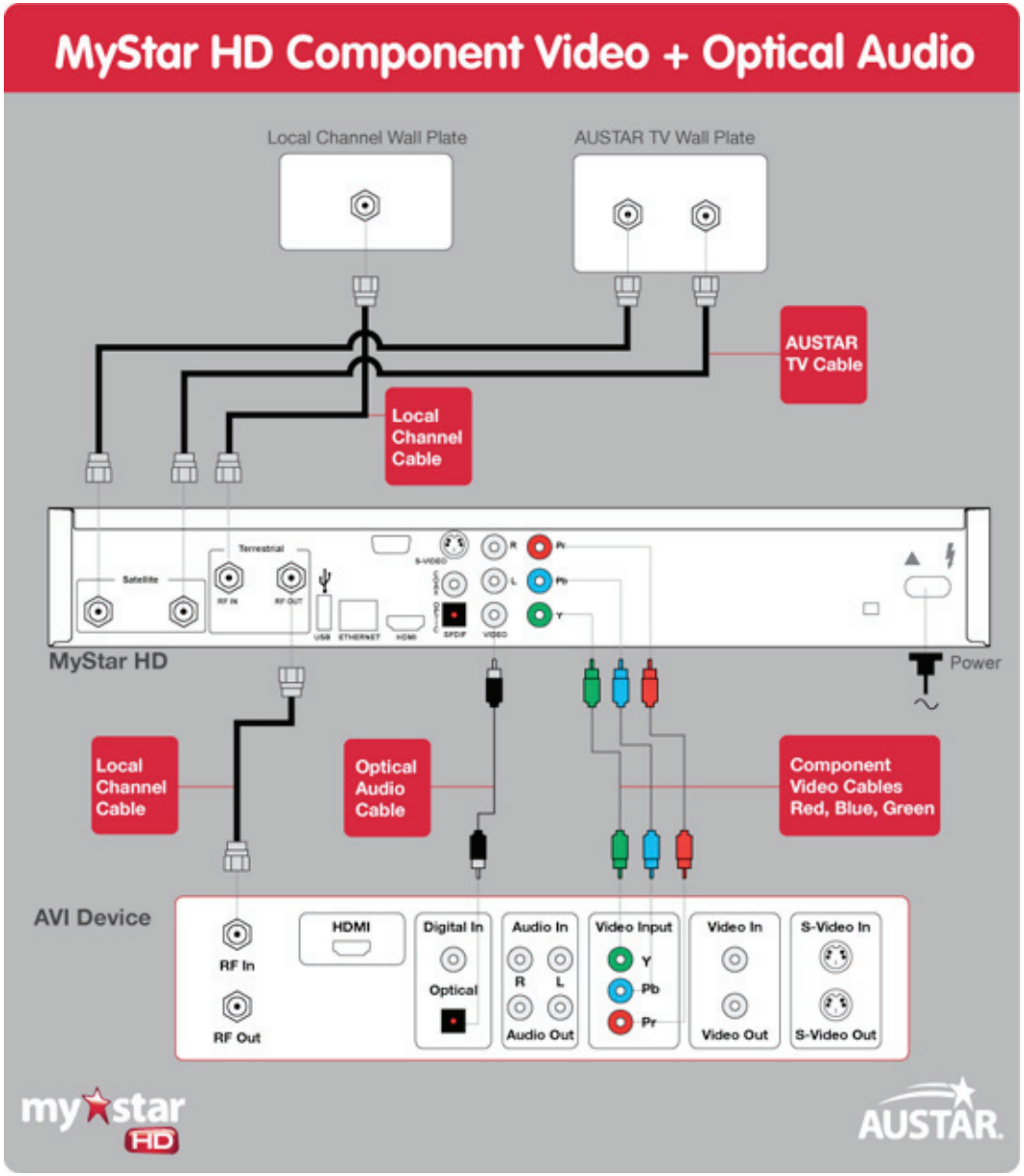
# MyStar HD Component Video + Optical Audio





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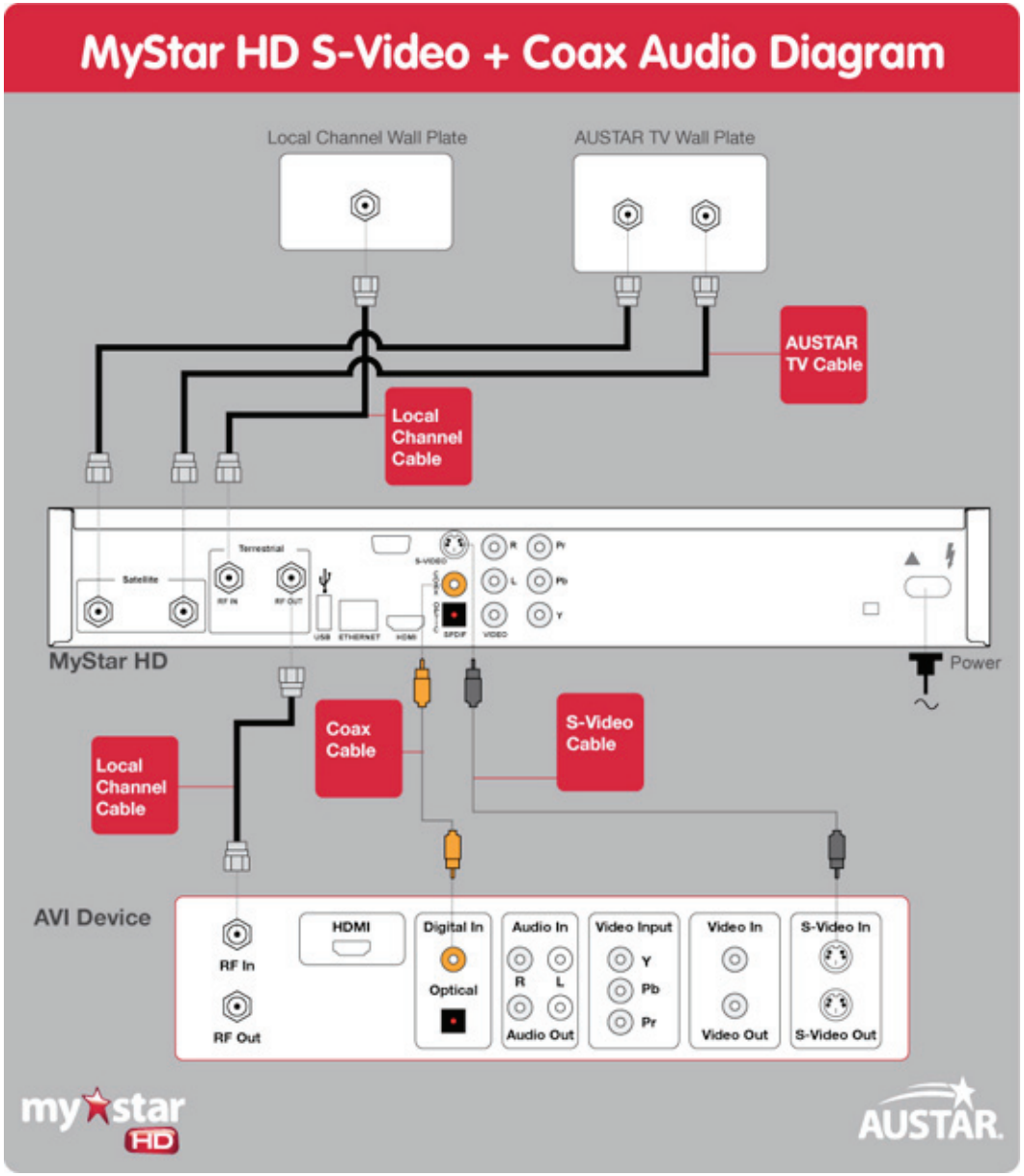
# MyStar HD S-Video + Coax Audio Diagram





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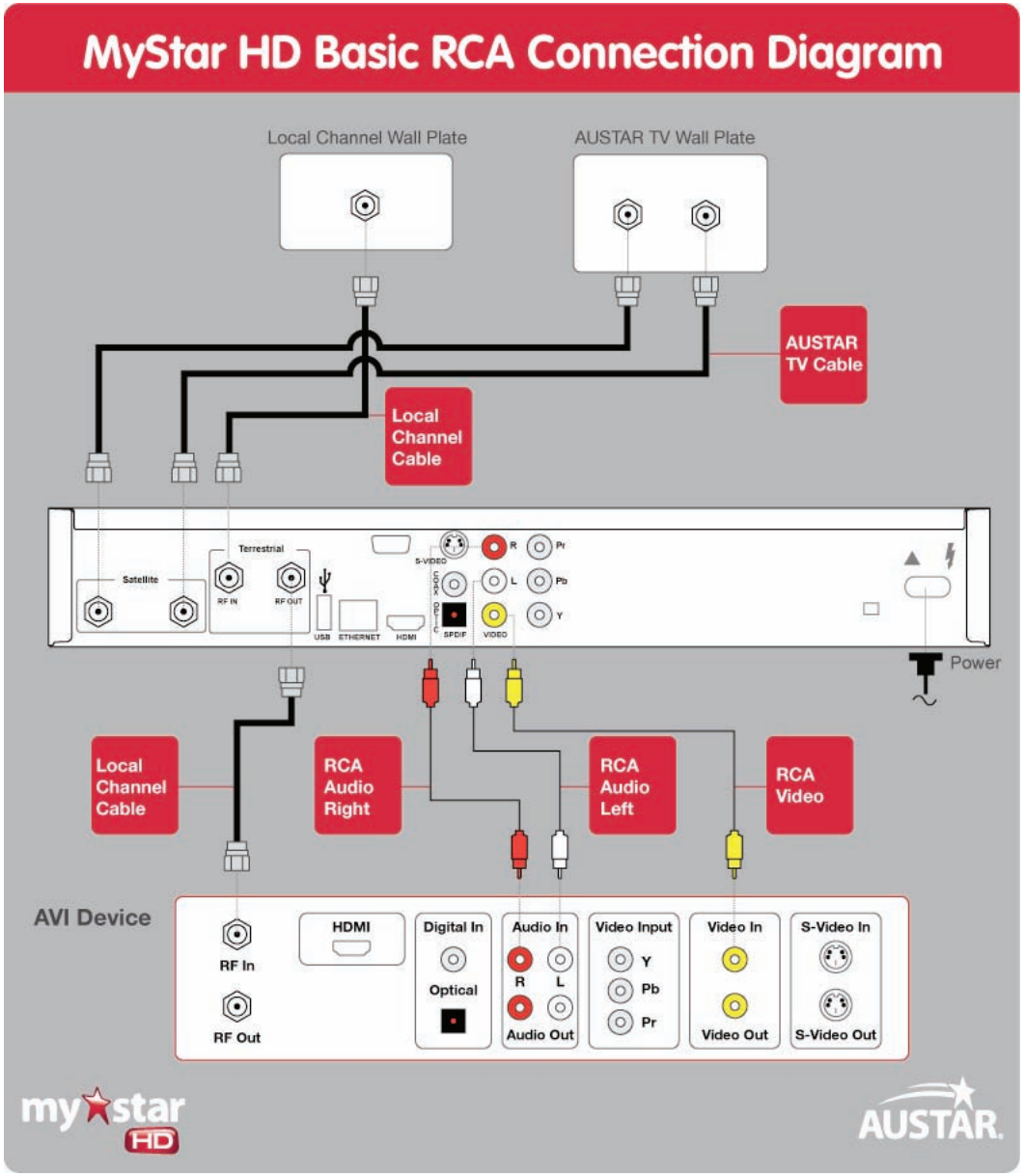
# MyStar HD Basic RCA Connection Diagram





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## Your AUSTAR Smartcard

Your AUSTAR Smartcard authorises MyStar to receive AUSTAR TV programming. It is securely located within the front panel of your MyStar. If your Smartcard has been removed or is not inserted correctly, viewing access will be denied and you will be unable to receive any AUSTAR channels. It's also important to note that your AUSTAR smartcard will not work in any other set top box (AUSTAR or otherwise).

For this reason, you must not remove your AUSTAR Smartcard unless instructed to do so by an AUSTAR representative.

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# MyStar HD specifications

| GENERAL | |
|---|---|
| Operating voltage | 100 – 240 VAC |
| Power consumption | 50W max |
| Weight | 2.5kg NET |
| Dimensions (W x H x D) | 391x 65x 289 mm |
| UHF modulator | NA |
| Operating temperature range | 10 – 45 °C |
| Storage temperature range | -25 – 70 °C |
| Hard Disk capacity | 320GB |

| CONNECTIONS | |
|---|---|
| Mains input | IEC 83 |
| LNB-IN 1 | IEC 60169-24 |
| LNB-IN 2 | IEC 60169-24 |
| Terrestrial | IEC 60169-2 female |
| S-Video Out | EN 60933-5 |
| Aerial In | IEC 60169-2 female |
| RF Out – 1 | IEC 60169-2 male |
| CVBS+ AUDIO (R+L) | RCA female (IEC 60268-11) |
| YPRPB | RCA IEC 60958 |
| SPDIF (Electrical+ Optical) | IEC-60958/ EIAJ CP-1201 |
| HDMI | CTS1.2a |
| USB 2.0 | USB 2.0 |
| RS-232 | 9-pin D/DCE |
| Ethernet | RJ-45/IEEE 802.3 |



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WATCHING YOUR RECORDINGS
YOUR PLANNER
PERSONALISING YOUR MYSTAR
PUTTING THE "HD" INTO MYSTAR HD
TECHNICAL HELP & SPECIFICATIONS

## Product compliance

This symbol on your set guarantees that your product complies with European directives 2006/95/EC and 2004/108/EC respectively on safety, electromagnetic compatibility and EC marking.

This symbol indicates "Dangerous voltage" in the set. It represents the risk of electric shock or bodily injury.

This symbol indicates the important instructions which accompany the product.

N10406

The C-Tick mark indicates your set is compliant with the Australian EMC regulatory arrangements.

**SAI TE EA 20271 COC approval number**

This number on your set guarantees that your product complies with Australian safety standards.

DOLBY DIGITAL

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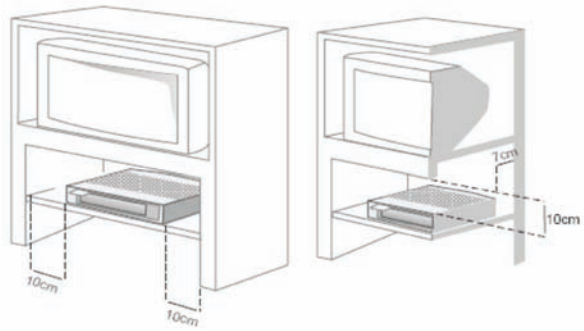
1. Do not store MyStar close to other electrical equipment - there must be at least 7-10cm clearance.
2. Do not put anything on the decoder that might spill into it - this includes liquids and lighted candles.



3. Do not store MyStar in view of direct sunlight or excessively hot/cold temperatures.
4. Do not store flamable liquids near MyStar.



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